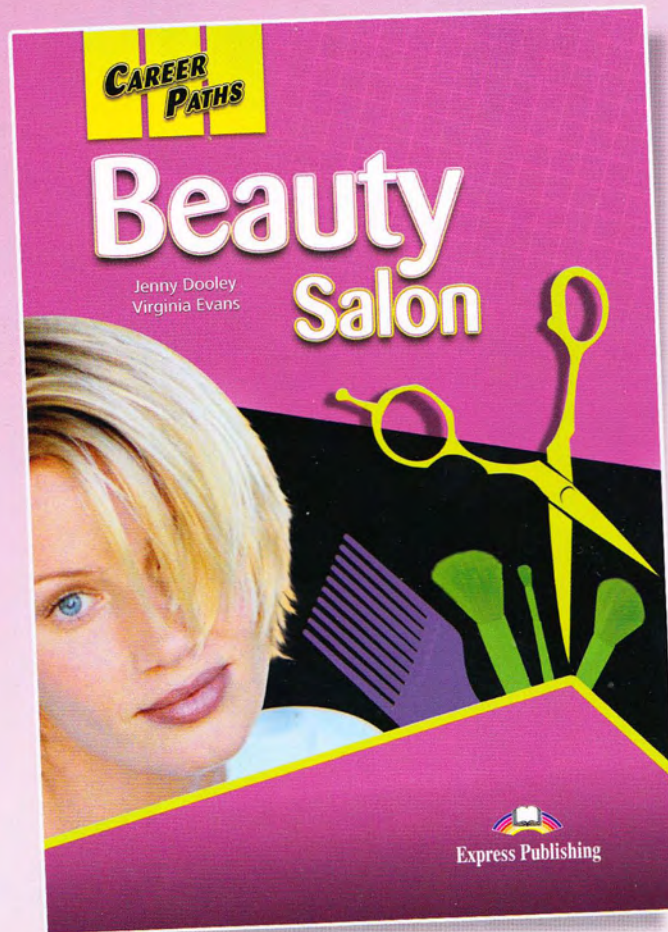


Teacher's Book

Jenny Dooley
Virginia Evans



Express Publishing

**CAREER
PATHS**

Beauty Salon

Teacher's Book

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Express Publishing

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Unit 1

1 Suggested Answer

- Many beauty salons today offer a number of different services and jobs. They include hairdressers, makeup artists, nail technicians/manicurists, pedicurists, masseurs, aestheticians and of course assistants, the receptionist and the owner of the salon.
- People who work in beauty salons need to be creative and have experience. Beauty therapists, should also be friendly.

2 1 C 2 D 3 B

3 1 colorist 3 masseur
2 makeup artist 4 hairdresser

4 1 A 2 B 3 A

5 Suggested Answer

Lynn teaches students who are studying to become beauticians in the future and are showing signs of being successful.

6 1 A 2 C

7 1 receptionist 5 hairdresser
2 morning 6 makeup
3 first 7 staff
4 salon

8 Suggested Answer

B: Good morning. Welcome to Bella Salon. I'm Kimberly, the receptionist.
A: Good morning. I'm Patty Moore.
B: Is this your first time here?
A: Err. Yes, it is.
B: Well, let me tell you something about us. We're a small salon with friendly, professional staff.
A: Is there a nail technician here?
B: Yes, our team includes Lynn our expert. There're also two hairdressers and a makeup artist.
A: There's no masseur on the premises?
B: Not yet. But in July, I plan to join the team as a masseuse when I've finished my training.

9 Suggested Answer

Salon Notes:

As from 2/16/2012, there are 3 full time team members:

Lynn: nail technician - manicures, repairs and extends nails using acrylic extensions. An expert at nail art techniques and decoration.

Frederico: makeup artist/hairdresser - trained in applying makeup for special events; weddings, celebrations etc. Won an academy award for special effects makeup in theatrical, television, movie and fashion magazines. Celebrity hair stylist, renowned for his work as a show biz and TV hairdresser.

Michelle: receptionist/assistant - receives/greets clients. Sets appointments and answers inquiries. Keeps client's records up to date. Secretarial & administration. Studying massage therapy. Will join team as a masseuse in March.

Unit 2

1 Suggested Answer

- Beauty salons today often offer many services such as cosmetic treatments along with hair styling/coloring and therapies. Salon services also include relaxing massages, manicures, pedicures, waxing, facials and makeovers.
- Salons today offer far more services than they did some years ago. They describe themselves as being 'full service' to let people know that they provide a range of beauty services at one location. Part of the reason for this is the fact that people are very busy nowadays. It is much easier for them to visit a salon that has a wide range of services and have everything done at the same time.

2 1 F 2 T 3 T

3 1 conditioning/blowout 3 manicure/styling
2 color/perm 4 shampoo/trim

4 1 E 2 A 3 B 4 D 5 C

5 Suggested Answer

The Bella Salon offers meetings with one of their professionals for advice on their services and treatments.

6 1 D 2 D

7 1 help 4 services
2 pedicure 5 How about
3 available 6 name

8 Suggested Answer

A: Good morning, how can I help you?
B: I'd like a perm. Is there anyone who can see me now?
A: Yes, Frederico is available at the moment.

- B: Great!
 A: Do you want any other services while you're here?
 B: What is there?
 A: How about a pedicure? Or you can get a massage afterwards.
 B: No, thanks. I think I'll just have the perm.
 A: Fine. Your name please?
 B: Lisa Rodriguez

9 Suggested Answer

- 2 **Name:** Lisa Rodriguez
Service(s): perm
Team member: Frederico

Notes: Client had a perm and declined other services.

Unit 3

1 Suggested Answer

- There are a few safe topics to talk about in a business environment. Although the weather is the number one thing people feel comfortable discussing, more interesting subjects are current affairs and entertainment news. Sports and local events are other acceptable ways to start a polite, friendly conversation. It's also good to comment on a piece of clothing or attractive accessory.
- Small talk subjects that are not suitable to discuss with business contacts are politics, religion and how much somebody earns. Also, discussing personal problems, for example, a recent divorce or loss of employment is not a good idea.

- | | | |
|---|--------------|-----------------|
| 2 | 1 off-limits | 4 married |
| | 2 religious | 5 job |
| | 3 money | 6 favorite |
| 3 | 1 small talk | 3 chats to |
| | 2 off-limits | 4 make a living |

- 4 1 B 2 A 3 B

5 Suggested Answer

No, it is better not to gossip. However, as some people enjoy talking about other people's behavior and private lives, it's best to try to keep the conversation away from people you may both know.

- 6 1 D 2 B

- | | | |
|---|---------------|----------|
| 7 | 1 hairdresser | 4 make |
| | 2 around | 5 get by |
| | 3 from | 6 living |

8 Suggested Answer

- A Hello, ma'am. I'm Michelle and I'm a masseuse here.
 B: Hi, Michelle. I'm Brenda.
 A: Nice to meet you. So, are you from around here?
 B: No, I'm from Seattle.
 A: Oh, that's a great city!
 B: It is, but it's a bit expensive, just like this salon. You must make tons of money. What's your salary like?
 A: I earn enough to get by. Anyway, what do you do for a living?
 B: I'm a gym instructress.
 A: Oh, my cousin is a gym instructor. He loves his job.

9 Suggested Answer

HAIR PORT Salon

MEMO

To: Staff Employees
From: Giovanni Rapetti
Date: August 2, 2012
Re: Small Talk with Clients

As you are already aware, here at Hair Port Salon, it is extremely important to be able to make conversation with clients. This skill enables us to keep up a good relationship with existing clients and to make business contacts.

I have listed a few suggestions here to help everyone feel more confident when making small talk:

Appropriate topics:

- Current events: keep up to date on local, national and international issues.
- Entertainment news: follow magazine articles on celebrities, latest movies and music awards.
- Sports news: have knowledge about local teams and their players, tournaments and games.
- Compliments on hair and clothes: make the client feel good about themselves.
- Things in common with the client: hobbies, hometown, education, friends and family etc.

Inappropriate topics:

- Religion
- Politics
- Salary
- Marital status
- Personal problems

Thanking you all in advance for your cooperation and enthusiasm.

Unit 4

1 Suggested Answer

- Hair designers use all kinds of hairdressing tools. There are different brushes and combs for various hairstyles. There are also clippers, trimmers and razors for making clean and even cuts. Hair salons also use blow dryers, rollers to add bounce and curl, and flat irons for straightening hair and giving it a professional finish.
- Buying the correct heated styling tool can make a huge difference to styling hair and its final look. For example, using a ceramic hair dryer or curling/flat iron will cause much less damage to hair and dry it faster.
Having different temperature settings on hair tools is important too. People do not have the same hair type, therefore they do not need the same settings. Too much heat can damage hair and it is not recommended on very dry hair.

2 1 B 2 A 3 B

- 3 1 flat iron 4 blow dryer
2 shears 5 stainless steel
3 wide tooth comb

4 1 A 2 A 3 B

5 Suggested Answer

Someone would use a flat iron to make their hair straight.

6 1 F 2 T 3 F

- 7 1 order 4 delicate
2 supplies 5 good value for money
3 good flat iron 6 two of

8 Suggested Answer

- A: Good morning, Hermosa Beauty Company. How can I help you?
B: Hello. This is Jodie Brooks. I want to order some supplies.
A: Of course. What supplies do you need?
B: I need a new Blow Dryer. I have one, but it's not very powerful.
A: Well, we recommend using our Prof-Max dryer. It is 1875 watts, but dries hair gently.
B: Is it expensive?
A: Not at all. It's very good value for money. We haven't had any complaints at all.
B: Really? Then, I'll take two of those, please.

9 Suggested Answer

Client's Name: Jodie Brooks

Items Ordered: 2 Prof-Max dryers

Cost: \$140

Unit 5

1 Suggested Answer

- There are various different hair types: Dry hair which looks dull and lifeless and has split ends, oily hair has too much oil, and normal hair, which is shiny, neither oily nor dry. Hair types can also be classified according to their texture. For example, straight, curly, wavy, kinky or hair with a lot of volume.
- Dry and kinky hair, which breaks off easily, is the most difficult to work with and doesn't hold hairstyles easily. Stylists cannot use heated tools on these hair types and a lot of care is needed to make hair look healthy. Wavy hair is the easiest to work with, due to the fact that this hair type has many styling opportunities, either straight or with tight curls.

2 1 T 2 T

3 1 B 2 A 3 B

- 4 1 volume 3 coarse 5 frizzy
2 sleek 4 wavy

5 Suggested Answer

Oily hair looks greasy, falls out and needs washing everyday.

6 1 D 2 C

- 7 1 advice 3 breaks 5 stop by
2 problem 4 sounds 6 treatment

8 Suggested Answer

- A: Thank you for calling the Bella salon. How can I help you?
B: Hi. I'd like some advice about my wavy hair.
A: Okay. What seems to be the problem?
B: Well, lately, I can't get a brush through it.
A: Does your hair feel greasy or look tangled?
B: Yes, it does.
A: It sounds like you may have oily hair. But don't worry. If you'd like to stop by the salon, we can give you a better opinion and some treatment. Do you want to make an appointment?
B: Yes, I do. Thank you.

9 Suggested Answer

Client's Name: Nancy Allen

Hair Type: Wavy

Problem: The client's hair looks tangled when it is brushed. The client's hair feels greasy.

Diagnosis: The client has oily hair.

Unit 6

1 Suggested Answer

- 1 Some women prefer to keep their hair short in a bob or a page boy, while others like their hair a bit longer, so they have the option of styling it in different ways such as in an updo. Younger women often choose paneling or have their hair cut into layers for a fun and glamorous look.
- 2 I like a medium hairstyle, not too short and not too long. It suits my face and it's easy to manage.

2 1 B 2 C 3 C

3 1 D 3 F 5 A 7 C
2 B 4 E 6 G

4 1 B 2 A 3 C

5 Suggested Answer

Someone who was fed up with their old style, would probably choose to have their hair layered, as most styles can be revamped into a completely new look.

6 1 F 2 T 3 F

7 1 suggest 4 bob
2 lifestyle 5 low-maintenance
3 exercise 6 take care of

8 Suggested Answer

B: Good morning Mrs. Perez. How would you like your hair cut today?

A: I'm not sure. What do you suggest?

B: Why don't you tell me about your lifestyle? That makes it easy to decide which style is best for you.

A: Well, I travel a lot and spend a great deal of time driving around the country. I don't have much time for my hair.

B: I know! How about a page boy? It's quick and easy to style. Ideal for your busy lifestyle.

A: Is it low-maintenance?

B: Yes, it's great for in the mornings when there's not much time.

A: It sounds perfect for me!

9 Suggested Answer

Client Name: Mrs. Perez

Hairstyle Request: A new haircut

Stylist Suggestion: A page boy

Notes: Client travels a lot and has a hectic lifestyle. Doesn't have time to spend on her hair, so I suggested a page boy cut as this is easy to manage. Client was enthusiastic as it is low-maintenance and perfect for her lifestyle.

Unit 7

1 Suggested Answer

- 1 The buzz and the crew cut are quite common with older men and those in the military. Younger men, prefer a more trendy look like a spiky haircut that can be styled with gel.
- 2 I prefer a man to have a short cut as it gives him a relaxed, easy going look. I don't really like the buzz cut as it often gives the person a fierce-looking appearance.

2 1 A 2 B 3 D

3 1 fringe/hairline 3 crew cut/texture
2 buzz cut/side part

4 1 clippers 2 classic 3 finger-combs

5 Suggested Answer

To achieve a tousled look, someone has to gently dry hair and finger-comb it by running fingers through the hair. A small quantity of gel or hair wax can be applied to the ends to get that messy look.

6 1 C 2 A

7 1 haircut 3 style 5 number 3
2 buzz cuts 4 sides 6 off the top

8 Suggested Answer

B: Hi, Mr. Allen. Do you want your usual haircut?

A: No, I'm tired of having a side part and thought I'd try something different.

B: What sort of style do you want?

A: I want it a lot shorter and a bit spiky on top.

B: Okay. I'll use a shorter clipper length, such as a two.

A: Let's go a little shorter.

B: Okay. How about a one? Then, I'll use a little gel to finger-comb it.

A: That sounds good to me.

9 Suggested Answer

Short notes regarding Mr Allen:

- 1 The client requested a shorter haircut.
- 2 He wanted it spiky on top.
- 3 I suggested using a little gel to finger-comb it on top.

Unit 8

1 Suggested Answer

- 1 The best way for a stylist to communicate with a client is to ask a variety of questions to gain information about their personality and lifestyle.
- 2 Clients want to feel confident that their hairstylist will understand them. They want a hairstylist to be honest and make suggestions.

2 1 F 2 T 3 F

3 1 gown 2 mists 3 tilt

4 1 A 2 A 3 B

5 Suggested Answer

It's important to communicate with a client while cutting their hair, so they feel at ease.

6 1 T 2 T 3 F

7 1 cut 4 tilt
2 trim the ends 5 not too short
3 forward 6 almost done

8 Suggested Answer

- A: Good morning Mrs. Abbot. Are you ready for your cut?
B: I sure am. Remember, I just want you to trim the ends.
A: Okay. Please lean forward, so I can trim the ends.
B: Okay.
A: Tilt your head slightly, this way towards me.
B: Don't take too much off the length.
A: I won't. That's great. You're almost done now.

9 Suggested Answer

Mrs Abbot didn't want her regular short cut as she is trying to grow her hair.
I made Mrs Abbot feel comfortable by chatting to her and reassuring her that I wouldn't cut too much off her hair. I also explained step by step what I was doing.

Unit 9

1 Suggested Answer

- 1 There are different types of manicures available. Some use creams and oils like the hot oil manicure. Then, there's the classic French manicure where the nails are polished and shaped to look clean and natural. Usually the tip of the nail is painted in white.
- 2 A basic manicure usually involves soaking the hands in warm water, massaging skin with a moisturizing cream, trimming, filing and shaping the nails, trimming cuticles, using a buffer to make nails shine and finally applying a nail polish if the client requests it.

2 1 D 2 C 3 C

3 1 C 2 B 3 A

4 1 finger bowl 4 files
2 cuticle trimmer 5 orange stick
3 soaks

5 Suggested Answer

To make sure nails don't have any rough edges, use an emery board in one direction to file them.

6 1 D 2 B

7 1 Excuse me 4 soak
2 finger bowl 5 Excellent
3 little scented oil 6 see

8 Suggested Answer

- A: Excuse me, Miss Jacobs.
B: Yes, Kelly. Do you have a question?
A: Yes. It's about the cuticles. Does it matter if they are trimmed first after soaking the hands?
B: Well, usually the cuticles are pushed back first with an orange stick.
A: There's one more thing. Can I use a metal cuticle pusher?
B: I would advise you not to, as these may damage fingernails.
A: Oh, I understand now. Thanks!
B: No problem. If there aren't any more questions, let's talk about other manicure techniques.

9 Suggested Answer

Kelly Philips inquired about the procedures regarding cuticles. She wanted to know whether it mattered about the order of steps for a manicure. Kelly asked if during a manicure the cuticles could be trimmed

first instead of the cuticles being pushed back. She also asked if she could use a metal cuticle pusher. I instructed her that it was better to push back the cuticles with an orange stick first and then trim them. I advised her not to use a metal cuticle pusher as these may damage fingernails.

Unit 10

1 Suggested Answer

- 1 A pedicure prevents skin problems and infections. Having this type of beauty treatment helps a person to walk more comfortably and can soothe and relax the feet. It is a great body treatment for someone who is on their feet all day long.
- 2 A pedicure can take from 7 minutes to 45 minutes in a few simple steps. First, any old polish is removed from the toes with nail polish remover and cotton balls. Then, both feet are soaked for 5-10 minutes in a bowl of warm, soapy water. Next, the feet are dried and a cuticle pusher is used to push back the cuticles. Toenails are cut and filed and any skin is removed with a pumice stone. Finally, feet are massaged with a moisturizing cream and nail polish is applied to the toenails.

2 1 F 2 F 3 T

3 1 E 3 A 5 D
2 F 4 C 6 B

4 1 callus 3 bowl
2 open-toed shoes

5 Suggested Answer

Both a pumice stone and a skin buffer are used to scrub away dry hard skin.

6 1 D 2 B

7 1 appointment 3 procedure 5 file
2 Have a seat 4 cuticles 6 relaxing

8 Suggested Answer

- A: Welcome to Bella Salon! Do you have an appointment?
B: Good morning. I have a 10 o'clock appointment for a pedicure. I'm Teresa Scott.
A: Great! Have a seat in the spa chair, Ms. Scott.
B: Ok. This is my first time. Can you tell me what the procedure is?
A: First you'll soak your feet in some warm soapy water. Then, I'll push back your cuticles.
B: What happens after that?

- A: I'll cut and file your toenails, remove any hard skin and give you a relaxing foot massage.
B: Sounds great!

9 Suggested Answer

Client's name: Ms. Teresa Scott

Appointment Time: 10am

Service: Pedicure

Notes: Mrs. Scott had her first pedicure. Toenails needed cutting and filing to give them a better shape and a lot of hard skin was removed from her feet. Gave client a relaxing foot massage.

Unit 11

1 Suggested Answer

- 1 Women wear make-up to feel more confident. Women also want to look attractive and glamorous for special occasions.
- 2 Kinds of make-up people wear might include: foundation, concealer and powder, eye-liner and mascara, lipstick, lip-liner and gloss.

2 1 T 2 F 3 F

3 1 blemishes, scar 3 mascara, lipstick
2 lip-liner, eye shadow

4 1 foundation 3 eye-liner
2 concealer 4 lip gloss

5 Suggested Answer

The best way to hide unpleasant spots is to is to cover them with a maximum coverage concealer.

6 1 C 2 D

7 1 hear that 3 choose 5 lipsticks
2 favorite 4 concealers 6 stay on

8 Suggested Answer

- A: Hey Brad! I hear that Contessa's Cosmetics fall line is now available.
B: Really? I love Contessa Cosmetics, they're so exciting!
A: Me, too. Which product is your favorite?
B: Hmm ... It's so hard to choose. My clients love their shiny lip gloss because it moisturizes the lips and their volume mascaras for lengthening eyelashes.
A: My favorite is their glowing eye shadow.
B: Why's that?
A: It really highlights the color of your eyes.
B: Okay. I'll take a look when I'm next in town.

9 Suggested Answer

Shiny Lip gloss	Moisturizes your lips
Volume Mascara	Lengthens your eyelashes
Glowing Eye shadow	Highlights the color of your eyes

Unit 12

1 Suggested Answer

- There are many types of makeup tools used for putting on makeup. Cosmetic wedges are ideal for applying foundation and brushes are used for applying powder and blush. Other tools include a lip brush to blend the lipstick, and an eyebrow brush for keeping brows neat.
- Makeup brushes are an essential tool for creating professional results and preventing skin irritations.

2 1 C 2 D 3 A

3 1 B 2 A 3 B

4 1 lip brushes 3 eyelash curler
2 sharpener

5 Suggested Answer

The brow and eyelash brush is the tool used to smooth and shape unruly eyebrows.

6 1 F 2 T 3 F

7 1 supplies 4 shader brush
2 a few things 5 cosmetic wedges
3 Like what 6 spare

8 Suggested Answer

A: Hey, Shelly. Do you need to order any supplies?
B: Yes, I do need a few things.
A: Like what?
B: I could use a couple of new lip brushes.
A: Okay. Is there anything else?
B: I need some cotton Q-tips, too.
A: We have some of those.
B: Okay. Order me a new sharpener and 2 blush brushes.

9 Suggested Answer

Employee's Name: Shelly	
Item(s) Ordered:	Quantity:
Lip brushes	2
Sharpener	1
Blush brush	2

Unit 13

1 Suggested Answer

- Having a makeover can refresh a whole look and improve someone's appearance. Some women book a makeover a few weeks before their wedding or before a special occasion. During their makeover, they get ideas, advice and information on what makeup suits them best and how to generally improve their looks. Other women, have a makeover on a regular basis to feel good about themselves.
- Some tips for a good makeover are to always make sure you start with cleansed and moisturized skin and to blot the first layer of lipstick so that the second layer will last longer.

2 1 cleansed 3 determine 5 mascara
2 moisturized 4 full 6 layer

3 1 medium coverage 4 makeover
2 blush 5 primes
3 Tinted

4 1 apples of the cheek 3 problem skin
2 clumps

5 Suggested Answer

To prime the skin means to prepare it for makeup application. If the skin is clean and fresh, makeup will go on smoother and last longer.

6 1 B 2 C

7 1 tinted moisturizer 4 blusher
2 concealer 5 close your eyes
3 fresh-looking 6 eye shadow

8 Suggested Answer

A: Hi, I'm Carlos, your makeup artist today.
B: Hi Carlos. I'm Rosa. I'm so excited about my makeover.
A: Great! Let's start by putting on a medium coverage foundation. It will hide that blemish on your chin.
B: Are you going to use a concealer too?
A: Yes, but you won't need any powder. Your skin doesn't need heavy makeup.
B: Okay. I want a little blush though.
A: Now, look up at the ceiling. It's easier for me to apply your eye-liner.

9 Suggested Answer

My suggestions for applying makeup at home based on your previous makeover at the salon:

I advise you to use a medium coverage foundation as it hides any imperfections while still looking natural. As for applying blush, I suggest you use a brush with soft bristles to apply it to the apples of your cheeks.

Unit 14

1 Suggested Answer

- 1 People get massages for relaxation and for a variety of health conditions, such as muscle pain and stress related problems.
- 2 There are many benefits of massage. For example, a Deep-Tissue Massage is good for stiff necks and sore shoulders. An Aromatherapy massage uses scented oils with relaxing massage techniques and has a calming effect on people suffering from stress. Other types of massages such as the Shiatsu are beneficial because they help blood circulation and lower blood pressure.

2 1 F 2 T 3 T

3 1 B 2 C 3 A 4 D

4 1 A 2 B 3 B

5 Suggested Answer

Both the Aromatherapy and the Shiatsu massages would be ideal for increasing physical and mental strength as the techniques used energize the body.

6 1 A 2 C

- | | |
|------------------------|----------------|
| 7 1 massage | 4 scented oils |
| 2 Aromatherapy massage | 5 reflexology |
| 3 muscle pains | 6 schedule |

8 Suggested Answer

- A: Welcome to Splendor Salon, how can I help you?
 B: Good morning. I'd like a massage, but it's my first time. What types are available?
 A: Our most popular is the shiatsu massage. A finger massage that improves blood circulation.
 B: Mmm ... I'm not sure I'd like that.
 A: Oh. Do you need it for muscle pains or just to relax?
 B: I need it for muscle pain. I've been playing tennis all weekend. I have a blood circulation problem though.

A: I'd recommend the deep-tissue massage then. It relieves severe muscle pain. Perfect for aching muscles.

B: That sounds great.

A: Okay. I'll schedule a session for you.

9 Suggested Answer

The shiatsu massage: helps improve blood circulation.

The deep-tissue massage: helps relieve severe muscle pain.

Unit 15

1 Suggested Answer

- 1 A good massage therapy clinic should have a wide range of services. Body oils and massage lotions should also be good quality. Massage areas should be pleasant and comfortable. More importantly, they should be free of mess and cleaned regularly.
- 2 Before any type of massage, it's important to avoid having a heavy meal which can leave a person feeling tired and it will be difficult to relax during the massage. It's better to avoid alcohol and caffeine and drink plenty of water.

2 1 D 2 B 3 B

- | | |
|-----------------|------------|
| 3 1 clutter | 3 reported |
| 2 massage table | 4 tender |

- | | |
|----------------------------|-----------------|
| 4 1 heel of her hand/knots | 3 clutter/spine |
| 2 feedback/Effleurage | |

5 Suggested Answer

During an Effleurage massage, the masseur should avoid placing pressure on the spine.

6 1 F 2 F 3 T

- | | |
|-------------------|--------------|
| 7 1 table | 4 hurt |
| 2 lower back | 5 discomfort |
| 3 heel of my hand | 6 get used |

8 Suggested Answer

- A: Okay, Miss Kane, please lie down on the table facing downwards.
 B: Like this?
 A: That's right. Where do you feel the most pain?
 B: Mostly here across my shoulders.
 A: Okay, I'm going to use the heel of my hand to apply pressure.

B: Will that hurt?

A: It shouldn't do, but feel free to tell me. I don't want to cause you any pain.

B: No problem. I'm sure I'll get used to it.

9 Suggested Answer

Instruct your client to: Lie down on the table facing downwards.

Ask him or her: Where they feel the most tension or pain.

Explain that: You are going to use the heel of your hand to apply pressure in that area. Also, that they must inform you if they feel any discomfort.

Unit 1

Receptionist (F): Welcome to Bella Salon. I'm Michelle, the receptionist.

Client (M): Good morning. I'm Patty Moore.

Receptionist: Is this your first time here?

Client: Err. Yes, it is.

Receptionist: Well, let me tell you something about us. We're a small salon with friendly, professional staff.

Client: Is there a hairdresser here?

Receptionist: Yes, our team includes two hairdressers. There's also a nail technician and a makeup artist.

Client: There is no masseur on the staff?

Receptionist: Not yet. But in March, I plan to join the team as a masseur when I've finished my training.

Unit 2

Receptionist (M): Good morning, ma'am. How can I help you?

Client (F): I'd like a pedicure. Is there anyone who can see me now?

Receptionist: Yes, Lynn is available at the moment.

Client: Great!

Receptionist: Do you want any other services while you're here?

Client: What is there?

Receptionist: How about a manicure? Or you can get a massage afterwards.

Client: Okay, I think I'll have a manicure.

Receptionist: Fine. Your name please?

Client: Hannah Bell.

Unit 3

Stylist (M): Hello, ma'am. I'm Collin and I'm a hairdresser here.

Client (F): Hi, Collin. I'm Sylvia.

Stylist: Nice to meet you. So, are you from around here?

Client: No, I'm from San Francisco.

Stylist: Oh, that's a great city!

Client: It is, but it's expensive, just like this salon. You must make tons of money. What's your salary like?

Stylist: I earn enough to get by. Anyway, what do you do for a living?

Client: I'm a travel agent.

Stylist: Oh, my cousin is a travel agent. He loves his job.

Unit 4

Sales Representative (M): Hello. You've reached Hermosa's Beauty Company. This is Tom. How can I help you?

Hairdresser (F): Hello. This is Lisa Carter, I want to order some supplies.

Sales Representative: Of course, ma'am. What supplies do you need?

Hairdresser: I need a good flat iron. I have a metal one now, but it damages certain hair types.

Sales Representative: Well, we recommend using ceramic flat irons. They are less harsh on hair, especially delicate hair.

Hairdresser: Are they expensive?

Sales Representative: Not at all. They're very good value for money. We haven't had any complaints at all.

Hairdresser: Really? Then, I'll take two of those, please.

Unit 5

Receptionist (M): Thank you for calling the Bella Salon. How can I help you?

Client (F): Hi. I'd like some advice about my curly hair.

Receptionist: Okay. What seems to be the problem?

Client: Well, lately my hair breaks when I brush it.

Receptionist: Does your hair feel brittle or look dull?

Client: Yes, it does.

Receptionist: It sounds like you may have dry hair. But don't worry. If you'd like to stop by the salon, we can give you a better opinion and some treatment. Do you want to make an appointment?

Client: Yes, for sometime next week. My name's Nancy Allen.

Unit 6

Stylist (M): How would you like your hair cut today, Miss Clemens?

Client (F): I don't know. What do you suggest?

Stylist: Why don't you tell me about your lifestyle? That makes it easy to decide which style is best for you.

Client: Well, I exercise a lot. So, a style that keeps my hair out of my face is good.

Stylist: I know! How about a bob? It's ideal for your active lifestyle.

Client: Is it low-maintenance?

Stylist: Yes, it's very easy to take care of.

Client: Well then, it sounds perfect for me!

Unit 7

Stylist (F): So, Mr. Gonzales, do you want your usual haircut?

Client (M): No, I'm tired of buzz cuts. I want to try something different.

Stylist: What sort of style do you want?

Client: I want it short on the sides and longer on top.

Stylist: OK. Does a number 3 sound good for the sides?

Client: Let's go a little shorter.

Stylist: How about a number 2? Then, I'll use a little gel to finger-comb it.

Client: Yes, that sounds good. Please don't take too much off the top, though.

Unit 8

Hairdresser (M): Hi, Mrs. Clifford. Are you ready for your cut?

Client (F): I sure am. Remember, I just want you to trim the ends.

Hairdresser: Okay. I'll only take a little. Please lean forward so I can cut the hair at the back more easily.

Client: Okay.

Hairdresser: Now, tilt your head slightly, this way towards me.

Client: Remember, not too short, I just want a trim.

Hairdresser: I won't. That's great, you're almost done now.

Unit 9

Student (F): Excuse me, Miss Wilson?

Teacher (F): Yes, Tina. Do you have a question?

Student: Yes. It's about using the finger bowl. Do you ever add anything to the water in the finger bowl?

Teacher: I usually add a little scented oil.

Student: There's one more thing. How long are you supposed to soak the fingers in the finger bowl?

Teacher: Excellent question. You should only soak them for three to five minutes. Remember, you just want the cuticles to soften.

Student: Oh, I see. Thanks!

Teacher: No problem. If there aren't any more questions, let's talk about other manicure techniques.

Unit 10

Nail Technician (M): Welcome to the Bella Salon! What can I do for you today?

Client (F): Hi. I have a 3 o'clock appointment for a pedicure. I'm Erin Fox.

Nail Technician: Great! Have a seat in the spa chair, Mrs. Fox.

Client: Okay. This is my first pedicure. Can you tell me what the procedure is?

Nail Technician: Well, first you'll soak your feet in some warm soapy water. Then, I'll fix your cuticles.

Client: What happens after that?

Nail Technician: I'll cut and file your toenails, remove any hard skin and give you a relaxing foot massage.

Client: Sounds great!

Unit 11

Makeup Artist 1 (F): Hi, Alex. I hear that Contessa Cosmetic's fall line is now available.

Makeup Artist 2 (M): Really? I love Contessa's products. They're so glamorous!

Makeup Artist 1: Me, too. Which product is your favorite?

Makeup Artist 2: Hmm...It's so hard to choose. My clients love their smooth concealers and fruity lip glosses.

Makeup Artist 1: My favorite is their bright lipsticks.

Makeup Artist 2: What do you like about them?

Makeup Artist 1: They stay on all day.

Makeup Artist 2: Really? I'll take a look when I'm next in town.

Unit 12

Makeup Artist 1 (M): Hey, Jenny. Do you need to order any supplies?

Makeup Artist 2 (F): Yes, I do need a few things.

Makeup Artist 1: Like what?

Makeup Artist 2: I could use a new shader brush.

Makeup Artist 1: Okay. Is there anything else?

Makeup Artist 2: I need some cosmetic wedges, too.

Makeup Artist 1: We have some of those. They're in the cabinet.

Makeup Artist 2: Okay. Order me a new eyelash curler, so I have a spare one.

Unit 13

Makeup Artist (M): Hi, I'm Mario, your makeup artist today.

Client (F): Hi Mario. I'm Clara. I'm so excited about my makeover.

Makeup Artist: Great! Let's start by putting on a tinted moisturizer. It will hide the redness on your cheeks.

Client: Are you going to use a concealer too?

Makeup Artist: No, and you won't need any powder either. Your skin is clear and really fresh-looking.

Client: Okay. I certainly won't need any blusher.

Makeup Artist: Now, close your eyes. As it's summer, I'm going to apply light blue and brown eye shadow today.

Unit 14

Receptionist (M): Welcome to Bella Salon, how can I help?

Client (F): Good morning. I'd like a massage, but it's my first time. What types are available?

Receptionist: Our most popular is the aromatherapy massage.

Client: Mmm ... I'm not sure I'd like that.

Receptionist: Oh. Do you need it for muscle pains or just to relax?

Client: I just need to relax. I've been hiking all weekend, I don't like scented oils though. Their scent is usually too strong.

Receptionist: I'd recommend the reflexology then. It's a stimulating foot massage, perfect for tired feet.

Client: That sounds great.

Receptionist: Okay. I'll schedule a session for you.

Unit 15

Masseur (F): Okay, sir, please lie down on the table facing downwards.

Client (M): Like this?

Masseur: That's right. Now, tell me, where do you feel the most tension?

Client: Mostly, here in my lower back.

Masseur: Okay, I'm going to use the heel of my hand to apply pressure.

Client: Will that hurt?

Masseur: It shouldn't do, but feel free to tell me. I don't want to cause you any discomfort.

Client: No problem. I'm sure I'll get used to it.

Unit 1

1 Suggested Answer

- 1 The best way to avoid wait times at a beauty salon is to make an appointment.
- 2 When a client arrives without an appointment, a receptionist should tell them how long they will have to wait and offer them a coffee in the waiting room.

2 1 B 2 A 3 D

3 1 B 3 E 5 A
2 D 4 C 6 F

4 1 A 2 A 3 B

5 Suggested Answer

A client without an appointment must write their name on the sign-in sheet when they arrive.

6 1 F 2 T 3 T

- | | |
|--------------------|-----------------|
| 7 1 an appointment | 4 sign-in sheet |
| 2 pop in | 5 waiting area |
| 3 the wait | |

8 Suggested Answer

- A: Good morning and welcome to Gloss Salon!
 B: Hi!
 A: Do you have an appointment?
 B: No, I don't. I'd like a blow-out.
 A: Okay, the wait time is going to be about forty minutes. Is that okay?
 B: Sure, that's fine.
 A: Great! Please write your name on the sign-in sheet. Then, have a seat in the waiting area over there.
 B: Okay.
 A: Would you like a cup of coffee or tea while you wait?
 B: Oh, uh, no thanks. I'll just leaf through the magazines on the table.

9 Suggested Answer

- Some services are only available by appointment.
- If the client is a walk-in, inform them of the wait time and ask if they are prepared to wait. Write their names on the sign-in sheet and direct them to the waiting area.
- Offer waiting clients a cup of coffee and a magazine.

Unit 2

1 Suggested Answer

- 1 Turn left/right, take the first/second turning on the left/right, go straight, go up/down, head toward etc.
- 2 Sometimes I find it difficult to give other people directions, but I can follow them quite easily.

2 1 F 2 T 3 F

3 1 destination 3 go straight
2 floor 4 turn

4 1 B 2 A 3 C

5 Suggested Answer

You must turn left onto Wilshire Boulevard.

6 1 C 2 B

- | | |
|------------------------|-----------------|
| 7 1 give me directions | 5 exit |
| 2 traveling from | 6 first floor |
| 3 Head south | 7 can't miss it |
| 4 merge | |

8 Suggested Answer

- A: Thank you for calling the Bella Salon. This is Ken. How can I help you?
 B: Hi. Can you give me directions to the salon?
 A: Sure. Where are you coming from?
 B: Burbank.
 A: All right. First, take the Interstate 5 freeway heading south.
 B: Okay. What do I do once I'm on the freeway?
 A: Head south for about 5 miles. Then, merge onto the Interstate 110 exit heading toward Los Angeles.
 B: Then what?
 A: Take the 6th Street exit toward downtown.
 B: What do I do once I reach downtown?
 A: Turn left onto Wilshire Boulevard and you've reached your destination. The salon is on the first floor of the Wilshire Building.
 B: Thanks for your help.

9 Suggested Answer

The salon is easy to find. From LAX go straight on World Way, then head south and take the Interstate 105 freeway. Merge onto Interstate 110, then take the 9th Street exit toward downtown. Turn right onto Figueroa Street and then left onto Wilshire Boulevard. To reach our salon from Burbank, take the interstate 5 freeway heading south. Head south for about five miles, then merge onto the interstate 110 exit heading

towards Los Angeles. Then, take the 6th street exit toward downtown. Turn left onto Wilshire Boulevard. The salon is on the first floor of the Wilshire Building near the Royal Point Hotel and Hancock Park.

Unit 3

1 Suggested Answer

- 1 In my area, most hair and beauty salons are open from 9.00 am until 6.00 pm, Monday to Saturday.
- 2 Off days are usually Sundays and Mondays, and of course during some holidays.

2 1 F 2 T 3 F

3 1 holidays 2 off days 3 esteemed

4 1 B 2 A 3 A

5 Suggested Answer

The regular business hours will change from June 2nd.

6 1 D 2 B

- | | |
|-------------------------|--------------------|
| 7 1 taking appointments | 4 be in effect |
| 2 until five | 5 summer hours |
| 3 get off work | 6 telephone number |

8 Suggested Answer

A: Thank you for calling the Bella Salon. How can I help you?

B: Umm ... Could you tell me until what time the salon will be taking appointments today?

A: Yes, until 6pm.

B: Oh. That's a little too early as I'm working until then.

A: Well, our new extended hours start from tomorrow and we'll be open later now it's summer.

B: What are the summer hours?

A: Starting from tomorrow, we'll be open from 9:00am to 9:00pm on weekdays.

B: What about the weekends?

A: We'll be open from 8:00am to 4:00pm on Saturdays.

B: So, I'll book an appointment tomorrow then at 6:30. Is that Ok?

A: That's fine. Let me have your name and telephone number.

9 Suggested Answer

To our Esteemed Clients

The Bella Salon is happy to announce that from Monday 2nd June the following new extended

business hours will be in effect: Monday to Friday 9 am to 8 pm. Saturdays 9 am to 5 pm. On Sundays we are closed.

We would like to express our gratitude for your continued patronage.

The Bella Salon staff.

Unit 4

1 Suggested Answer

- 1 If you make an appointment, you don't have to wait.
- 2 When someone makes an appointment at a hair or beauty salon, they have to give information about the service they require, a particular stylist they would like to see and the time and date they would like the appointment.

2 1 C 2 D 3 C

3 1 E 2 H 3 A 4 C 5 B 6 F 7 G 8 D

4 1 A 2 A 3 B 4 A

5 Suggested Answer

The most difficult time to make an appointment is on a weekend.

6 1 F 2 F 3 T

- | | |
|-----------------------|--------------------|
| 7 1 this is | 5 appointment book |
| 2 make an appointment | 6 opening |
| 3 schedule | 7 set you up |
| 4 how about | |

8 Suggested Answer

A: Good afternoon. This is the Bella Salon.

B: Hello, I'd like to make an appointment for a trim please.

A: Okay. When would you like to schedule the appointment for?

B: Umm ... how about tomorrow at 3?

A: Oh, I'm afraid all our stylists are booked at that time. I do have an opening at 4.

B: Sounds good to me.

A: Right. Do you have a stylist request?

B: No. Anyone's fine.

A: So, I'll set you up with Sasha. Now, I just need your name and telephone number.

B: Lyn Taylor and my number is 321-9702.

A: Okay. Ms Taylor, we'll see you tomorrow then at 4.

9 Suggested Answer

When scheduling appointments, first ask the client what day and time he or she would like the appointment. Then, ask the client which stylist they would prefer. To see which stylists are available, always consult the appointment book. If the preferred stylist is booked, ask the client if they would like a different date and time or let them know the time slots available for that day. Remember to always talk to the client in a friendly manner.

Unit 5

1 Suggested Answer

- 1 First of all, someone does it for you so it is more relaxing. Also, you rest your head and lean back over the sink which is more comfortable than at home.
- 2 First, the client's clothes must be covered and a towel must be wrapped around their shoulders. Then the temperature of the water should be checked and the correct shampoo should be used for each type of hair. Also, the stylist must make sure that the hair is thoroughly rinsed.

2 1 T 2 F 3 T

3 1 shampoo chair 3 lather
2 quarter-sized 4 hose

4 1 nozzle 4 lukewarm 7 tucked
2 towel dries 5 cups 8 saturated
3 nape 6 wrap 9 draped

5 Suggested Answer

A stylist should keep their finger over the nozzle of the hose, so they can monitor the temperature of the water.

6 1 D 2 C

7 1 take off 4 I'm fine
2 Of course 5 temperature
3 lean back 6 too hot

8 Suggested Answer

A: Good morning Mrs. Atkins. What are you having done today?
B: I'm just here for a trim.
A: Okay. Before we start, why don't you remove your glasses and earrings? I wouldn't want them to get wet.
B: Of course.

A: Thanks. Now, I need you to take a seat and lean back in the chair. Are you comfortable?

B: Yes, I'm fine.

A: Good. Now, let me know if the temperature is okay.

B: Um ... it's a little bit cold.

A: Sorry. How about now?

B: That's perfect.

9 Suggested Answer

Before you begin to shampoo a client's hair, make sure you ask them to remove any large earrings and their glasses so as not to wet or damage them. Wrap a towel around the client's shoulders and drape a plastic cape on top. Ask the client if he or she is comfortable in the chair. Next, test the water temperature. It should be lukewarm. The best way to monitor the water is to keep your finger over the nozzle each time you use the hose. Also, cup your hand over the client's hairline and nape to protect them from getting wet. Only a quarter-sized amount of shampoo is needed. Use your fingertips and work into a lather. Finally, rinse the client's hair, protecting their face with your hand and then towel dry the hair.

Unit 6

1 Suggested Answer

- 1 There are various ways to make hair curly. You can use curling irons or hot rollers. For more permanent curls you can get a perm.
- 2 To give clients a professional perm, a salon needs to have protective gloves and caps as well as applicator bottles, formers and a tail combo.

2 1 F 2 T 3 T

3 1 A 2 A 3 B

4 1 C 3 D 5 F 7 A
2 B 4 E 6 G

5 Suggested Answer

An acid perm kit differs from an alkaline kit because the client has to sit under a hood-type dryer.

6 1 B 2 C

7 1 curly 4 color-treated
2 alkaline solution 5 cold perms
3 formula 6 tend to

8 Suggested Answer

- A: Is this the first time you've had a perm?
 B: Yes, and I'm quite excited about it.
 A: Okay. So, today, I'll use an alkaline solution for your perm.
 B: Just out of curiosity, why don't you use an acid formula?
 A: Well, your hair is soft and natural and acid perms are typically for people with hair that's damaged or color-treated because they are much gentler on hair.
 B: Oh, I see.
 A: They require heat to work too.
 B: But alkaline perms don't?
 A: No, that's why they're called 'cold perms'.
 B: Which of them produces the best results?
 A: Well, the alkaline perms tend to last the longest.
 B: That's great. I want long-lasting curls!

9 Suggested Answer

Dear Sir or Madam,
 I'm writing to congratulate you on your alkaline perm kit. I used one a few weeks ago on a client who had soft and natural hair. As the perm didn't need heat to work, I wasn't worried about damaging her hair and she was very pleased that she would have longer-lasting curls with the alkaline perm kit.
 Your faithfully,
 Tracy Johnson

Unit 7

1 Suggested Answer

- 1 Some people straighten their hair because they don't like their wavy or curly hair. Others might straighten their hair for a special occasion.
- 2 People can straighten their hair with keratin treatment or thermal conditioning.

2 1 C 2 D 3 B

3 1 B 2 A 3 A

4 1 F 3 B 5 A
 2 C 4 D 6 E

5 Suggested Answer

Flat irons are used with keratin treatments to activate the chemicals. They are also used in thermal reconditioning procedures to smooth out hair after a serum has been applied.

6 1 T 2 T 3 F

- 7 1 my hair straightened
- 2 permanent
- 3 semi-permanent
- 4 heat processing
- 5 activate the chemicals

8 Suggested Answer

- A: Welcome to Bella Salon. How can I help you?
 B: I'd like my hair straightened please.
 A: Well, we have various methods. I'm sure we have one that will work for you.
 B: Great!
 A: Are you looking for temporary or permanent results?
 B: Um ..., I want something permanent.
 A: Okay. We have just the thing, a thermal reconditioning procedure that produces excellent results.
 B: Does it involve using a chemical solution?
 A: Yes it does, but a serum is applied and flat irons make the hair smooth.
 B: Is there anything else I should know about the treatment?
 A: Well, the procedure is a bit lengthy, but the results are worth it.
 B: Okay, I don't mind that.

9 Suggested Answer

I prefer thermal reconditioning because it produces permanent results. It involves applying a chemical solution and then a serum. Then a flat iron is used to make the hair look smooth. The only disadvantage it has compared to other straightening methods is that the procedure is quite long, but it produces permanent results and you only have to treat new hair growth.

Unit 8

1 Suggested Answer

- 1 Some people dye their hair to cover up gray hair. Some people like to experiment with their appearance or follow fashion.
- 2 The advantage of dark hair is that it reflects lots of light and looks shiny. Redheads get lots of attention, while a blonde shade will make you look young and energetic.

2 1 T 2 T 3 F

- 3 **Brunette:** chestnut, light brown, dark brown
Redhead: auburn, copper,
Blonde: platinum, honey blonde, golden blonde

4 1 blonde 2 blue-black 3 brunette

5 Suggested Answer

If someone is going to dye their hair blonde, they should try to find the right shade to match their skin tone and be aware that it costs a lot of time and money to maintain.

6 1 A 2 C

7 1 hair color 3 blonde 5 dark brown
2 darker 4 expensive 6 redhead

8 Suggested Answer

A: Good afternoon, Miss Davies. You're here for a hair color consultation, aren't you?
B: That's right. I really want to change my look.
A: Okay. First, do you want to go lighter or darker?
B: Well, I've always wanted to go a little darker.
A: Okay. Going brunette is quite popular and maintenance is easy.
B: What are some other options?
A: Well, how about red shades? They last a long time ... I think copper red would look fantastic on you.
B: That sounds perfect! Let's see how I look as a redhead!

9 Suggested Answer

The client wanted to go darker than her natural color. I suggested going brunette because it's popular and easy to maintain. However, the client wanted another option. I suggested coloring her hair a copper red which would last a long time. The client was happy.

Unit 9

1 Suggested Answer

- Some barber/grooming services are haircuts, facial hair grooming (beard/mustache), wet and dry shaves, sideburns and around the ear maintenance and hair coloring.
- Men use razors, shaving brushes, and shaving cream when they shave.

2 1 C 2 A 3 D

3 1 A 2 B 3 A 4 C 5 B

4 1 A 2 A 3 C

5 Suggested Answer

A styptic pencil is used as a remedy for the treatment of cuts caused during shaving.

6 1 T 2 F 3 F

7 1 shave 4 straight razor
2 wet shave 5 dry shave
3 shaving cream 6 razor burn

8 Suggested Answer

A: Good morning Mr. Gregory. What can I do for you today?
B: I'd like a shave, please.
A: Okay. We have a few shaving services.
B: Can you tell me about them?
A: Well, there's the traditional wet shave which is most popular.
B: What does that involve?
A: Well, I'll cover your face with shaving cream and then use a straight razor to remove hair.
B: How long does it usually take?
A: About 1 hour.
B: Do you have a faster shaving service?
A: Yes, I can offer a dry shave with an electric shaver which would take only 15 minutes.
B: Umm ... a straight razor tends to leave me with nicks and cuts, so I'll have the dry shave, please.

9 Suggested Answer

Services available: Traditional wet shave or a dry shave.

Time: 1 hour (Traditional wet shave) - 15 minutes (Dry shave)

Types of razors: Straight razor (Traditional wet shave) - Electric razor (Dry shave)

Unit 10

1 Suggested Answer

- There are many things that can damage your hair. Heat styling tools can make hair very dry as can the overuse of styling products.
- Professionals usually get hair looking healthier again by using various treatments. For example, treating hair with herbal extracts or with hot oil once a month, can often help repair hair that is damaged. They also recommend using a leave-in conditioner at least once a week.

2 1 C 2 A 3 C

3 1 hair loss / dandruff
2 leave-in conditioner / herbal extract treatment
3 overprocessed / bald

4 1 thinning hair 3 itchy 5 fine hair
2 split ends 4 flaky

5 Suggested Answer

Someone with fine hair would use volume-boosting hair products to make their hair look thicker.

6 1 D 2 C

7 1 trim 4 herbal extract treatment
2 dandruff 5 available
3 flaky

8 Suggested Answer

A: That's it, Mrs. Carson. How does it look to you?
B: Fine. Thanks very much.
A: Good. There's something that I wanted to mention.
B: Yes, what is it?
A: While I was blow-drying your hair, I noticed that you have a lot of split ends. Some of your strands have split into two or three.
B: Oh? But I treat my hair with a leave-in-conditioner regularly.
A: Yes, but you may be going too long between trims or overusing your heated rollers.
B: What should I do?
A: Well, I suggest that you first have a good trim to snip of the ends of your hair.

9 Suggested Answer

Symptoms: Split ends are characterized by the individual hair strands being split into two or three ends. They can be as long as 2 to 3 centimeters in length, or the hair can be split from end to root.

Causes: Going too long between trims/overuse of heated appliances.

Solution: To have a good trim.

4 1 French manicure 3 nail dryer
2 ridges 4 enamel

5 Suggested Answer

Squoval shaped nails are primarily square shaped with rounded sides, whilst oval shaped nails are shaped like an egg.

6 1 T 2 F 3 F

7 1 French manicure 4 nail shape
2 nail color 5 squoval
3 nail polishes 6 manicure station

8 Suggested Answer

A: Good morning, Miss Hunter, I'm Thorne, your nail technician today.
B: Hi, Thorne. Nice to meet you. You can call me Kath.
A: Before we get started, do you have a specific kind of manicure in mind?
B: No. Just a regular manicure.
A: Okay, can you pick out a nail color before we start? Oh. And do you have a preference about the nail shape?
B: What are the choices?
A: Square, oval or squoval
B: Um ... square I think.
A: Great! Go and get your nail polish and meet me at the manicure station when you're ready.

9 Suggested Answer

Client's name is Miss Hunter, but she likes to be called Kath as she is a regular. Kath wanted a regular manicure and her nails to be shaped square.

Unit 11

1 Suggested Answer

1 Having a professional manicure can be very relaxing and usually includes a massage of the hands which makes a person feel pampered. Doing your own manicure is unlikely to look as good or last as long as a professional manicure and manicurists can usually shape nails far better because of their training.
2 Some of the items used by a professional during a manicure are cotton balls, non-acetone remover, a nail file, cuticle remover and paraffin wax.

2 1 C 2 B 3 C

3 1 F 3 E 5 G 7 B
2 A 4 H 6 D 8 C

Unit 12

1 Suggested Answer

1 Nails can get smudged or scratched after nail polish has been applied. The enamel can also chip off when you are doing rough jobs like housework. If the polish has not been well applied, it can shrink or peel more easily.
2 The first step in protecting your manicure is to put on a good base coat which will help your polish stick to your nails and a top coat to reduce the chances of chipping. It's also important to avoid soaking hands in water.

2 1 A 2 C 3 B

- 3 1 scratched, smudged
2 cracked, shrink
3 seal, coat

- 4 1 B 2 A 3 B

5 Suggested Answer

It's important to apply a topcoat during a manicure for two reasons. Firstly, it will protect the enamel from chipping off and secondly it creates a protective seal.

- 6 1 T 2 F 3 T

- 7 1 chipping off 3 scratches 5 topcoat
2 last longer 4 chipping 6 advice

8 Suggested Answer

- A: Okay, how do you like your manicure?
B: It looks great! I just hope that it lasts.
A: What do you mean?
B: Well, it always looks fine for the first couple of days and then the polish looks smudged or scratched.
A: There are a couple of ways to avoid that.
B: Really? Do you have any tips for making my manicure last longer?
A: Sure, you have to take care of your hands better, especially when you are doing chores.
B: You mean when I'm washing the dishes?
A: Exactly. You should wear protective gloves for that.
B: Okay, but how can I actually stop my polish from chipping or scratching?
A: Try applying a topcoat over your polish, especially around the edges of your nails.
B: Thanks for your advice.

9 Suggested Answer

The most obvious manicure problem is the polish chipping off or getting scratched not long after someone has had a manicure. However, there are ways to make a manicure last longer. Firstly, it's better to always wear protective gloves when doing housework. Also, it helps if you apply a topcoat over the polish as this prevents the enamel scratching or chipping off.

Unit 13

1 Suggested Answer

- 1 People remove hair from their face, armpits, eyebrows, legs and sometimes males like to do their chest and backs too. Females also have a bikini wax to look good in swimwear.

- 2 People use different methods to remove hair from their bodies, for example, straight razors/electric razors, waxing, depilatory creams and threading.

- 2 1 F 2 T 3 F

- 3 1 tweezers 3 threading
2 depilatory cream 4 plucked

- 4 1 C 3 E 5 G 7 B
2 F 4 D 6 A

5 Suggested Answer

Someone with bushy eyebrows would be better to use the method of threading and plucking to remove unwanted hairs, as this method shapes the brows and creates straight lines.

- 6 1 B 2 D

- 7 1 eyebrows 4 depilatory cream
2 brow-shaping 5 tweezers
3 threading 6 really straight lines

8 Suggested Answer

- A: Good morning Mrs. Roberts, so are you here to have your legs waxed?
B: That's right.
A: Well, waxing is great for removing hair, but there are other methods that are better for hair removal on legs.
B: Like what?
A: Depilatory creams are good for removing unwanted hair too.
B: How do they work?
A: What I do is apply the cream directly to the skin and allow it to soak in. The chemicals in the cream then break down the hair.
B: And that gets rid of the hair?
A: Yes, the hair is easily washed off.
B: So, what's great about this technique?
A: Well, it's painless and inexpensive. Would you like to try it?
B: I don't see why not.

9 Suggested Answer

Depilatory creams work by allowing chemicals to soak into the skin once the cream has been applied. They break down hair, so it can be easily washed off. The advantages are that it is quite a painless technique and inexpensive too. On the other hand, some creams can cause chemical burns that last for a few days.

Unit 14

1 Suggested Answer

- 1 The most common skin problem is acne, which causes blackheads. People also suffer from dry, flaky or oily skin. As people become older they also get wrinkles and burst capillaries. Skin problems can also occur from staying in the sun too long.
- 2 People care for their skin by keeping it clean, using a gentle soap and moisturizer. They also use sunscreen to protect their skin from the sun.

2 1 B 2 D 3 D

3 1 B 2 C 3 A

4 1 A 2 A 3 B

5 Suggested Answer

Jenny Willis doesn't protect her skin when she's in the sun because she develops a rash every time she uses sunscreen.

6 1 B 2 C

- | | |
|---------------|----------------------|
| 7 1 dry skin | 4 sunscreen |
| 2 moisturizer | 5 rash |
| 3 skin type | 6 premature wrinkles |

8 Suggested Answer

- A: Hello, Mrs. Kent. I understand you have some concerns about your skin. Can you tell me more?
- B: Sure. The biggest problem is that I suffer from acne and I get all these blackheads which break out over my face.
- A: I see. That's a very common problem.
- B: Can I do anything to fix it?
- A: I can recommend a gentle cleanser specially formulated for your skin type.
- B: Great!
- A: There's something else I want to bring up. You said in your questionnaire that you don't apply moisturizer in the evening after washing.
- B: No. My skin is dry in some parts, but I have an oily t-zone.
- A: I'm sorry to hear that, but you need to moisturize your skin where it's dry.
- B: I know, but I can't find a suitable cream.
- A: Well, there are various kinds for your skin in the stores.
- B: Okay. I'd love you to find one that works for me.

9 Suggested Answer

Client's Problem: Suffers from acne resulting in blackheads.

Solution: Use a gentle cleanser to keep skin clean.

Client's Habit: Not using a moisturizer in the evenings after washing.

Solution: Find a suitable moisturizing cream suitable for dry and oily skin.

Unit 15

1 Suggested Answer

- 1 Nowadays, there are many services offered at spas. They include facials, massages, hair removal and manicures/pedicures.
- 2 Most people look forward to having a facial at a spa because they are relaxing. They prefer to have one at a spa because they like being pampered.

2 1 B 2 B 3 A

- 3 1 facial / complexion 3 breakouts / mask
2 scrub / astringent

4 1 E 3 C 5 A
2 F 4 B 6 D

5 Suggested Answer

If someone had acne, they would choose a Bella Clear Complexion Facial as it focuses on deep pore cleansing that helps stop breakouts of spots.

6 1 F 2 F 3 T

- | | |
|--------------------|--------------|
| 7 1 express facial | 4 skin |
| 2 cleansing | 5 relax |
| 3 peel | 6 suggestion |

8 Suggested Answer

- A: Good afternoon, ma'am. Have you decided on which facial you'd like today?
- B: I'm still not sure. I was thinking of having the Bella Signature Facial.
- A: Well, that's a full hour and I know you are short on time.
- B: What other options are there?
- A: Well, the Bella Express Facial is only about 30 minutes.
- B: What about the Bella Clear Complexion Facial?
- A: I'm afraid that takes longer too, about 60 minutes. You will be better off having the Express facial today.

- B: Okay. So what does that involve?
- A: It includes a gentle scrub, followed by a mask. Then, we finish with a light astringent and moisturizer. It's perfect for sensitive skin.
- B: That's nice, but I don't really have sensitive skin.
- A: May I make a suggestion?
- B: By all means!
- A: If you can stay a bit longer today, you might enjoy the Bella Signature Facial which you wanted.

9 Suggested Answer

The Bella Express Facial includes a gentle scrub which is followed by a mask. The facial also includes finishing off with a light astringent and moisturizer. The facial takes 30 minutes to do.

Audioscripts

Unit 1

Receptionist (F): Good afternoon and welcome to the Bella Salon!

Client (M): Hello.

Receptionist: Do you have an appointment?

Client: Uh, no, I don't. I thought I'd just pop in for a quick trim.

Receptionist: Oh, well, the wait is going to be about twenty minutes. Is that okay?

Client: Sure, that's fine.

Receptionist: Great! Please write your name on the sign-in sheet. Then, you can have a seat in the waiting area over there.

Client: All right.

Receptionist: Would you like anything to drink while you wait, some water, or coffee perhaps?

Client: Oh, uh, no thanks. I'll just leaf through the magazines on the table.

Unit 2

Receptionist (M): Thank you for calling the Bella Salon. This is Ken. How can I help you?

Caller (F): Hi. Can you give me directions to the salon?

Receptionist: Sure. Where are you traveling from?

Caller: Burbank.

Receptionist: All right. First, take the Interstate 5 freeway heading south.

Caller: Okay. What do I do once I'm on the freeway?

Receptionist: Head south for about 5 miles. Then, merge onto the Interstate 110 exit heading toward Los Angeles.

Caller: Then what?

Receptionist: Take the 9th Street exit toward downtown.

Caller: What do I do once I reach downtown?

Receptionist: Make a left onto Wilshire Boulevard. The salon is on the first floor next to a hotel. You can't miss it.

Caller: Thanks for your help.

Unit 3

Receptionist (M): Thank you for calling the Bella Salon. How can I help you?

Caller (F): Hi. Until what time will you be taking appointments today?

Receptionist: Today, we'll be accepting appointments until five.

Caller: Hmm ... Well, I don't get off work until six. I guess that would be too late, huh?

Receptionist: I'm afraid so, ma'am. But you can schedule an appointment for next Monday. Our summer business hours will be in effect then.

Caller: Oh really? What are the summer hours?

Receptionist: Starting Monday, we'll be open from 9:00 am to 8:00 pm every weekday.

Caller: And the weekends?

Receptionist: We'll be open from 8:00 am to 5:00 pm on Saturday.

Caller: So, I can schedule an appointment for next Monday at 6:30?

Receptionist: Of course. Just give me your name and telephone number.

Unit 4

Receptionist (F): Hi, this is the Bella Salon.

Caller (M): Hello. I'd like to make an appointment for a haircut.

Receptionist: Okay. When would you like to schedule the appointment for?

Caller: Um, how about this Friday at two?

Receptionist: Let me check the appointment book. Uh oh. I'm afraid all our stylists are booked at that time. But I do have an opening at 3:15. Does that work?

Caller: Sounds good to me.

Receptionist: All right. Do you have a stylist request?

Caller: No, anyone's fine.

Receptionist: Okay then. I'll set you up with Alex. Now, I just need your name and telephone number.

Caller: My name is Joshua McCloud and my number is 321-9021

Receptionist: Okay, Mr. McCloud. We'll see you at 3:15 this Friday!

Unit 5

Stylist (M): Good afternoon, Miss Jackson. What can I do for you today?

Client (F): I'm just here for a shampoo.

Stylist: Okay. Before we start, why don't you take off your earrings and glasses? I wouldn't want them to get wet or damaged.

Client: Of course.

Stylist: Thank you. Now, I need you to take a seat and lean back in the chair for me. Are you comfortable?

Client: Yes, I'm fine.

Stylist: Now, let me know if the temperature is okay.

Client: Oh! That's a little too hot.

Stylist: I'm sorry about that. How about now?

Client: That's perfect.

Unit 6

Stylist (M): Is this the first time you've had a perm?

Client (F): Yes. I'm excited about having curly hair.

Stylist: Great. So, today, I'll use an alkaline solution for your perm.

Client: Just out of curiosity, why don't you use an acid or exothermic formula?

Stylist: Acid perms are much gentler on hair, but they're typically for people with hair that's damaged or color-treated. Your hair is in perfect condition.

Client: Oh, I see.

Stylist: Also, acid and exothermic perms require heat to work.

Client: But alkaline perms don't?

Stylist: That's right. That's why they're called "cold perms".

Client: Which of them produces the best results?

Stylist: Well, alkaline perms tend to last the longest.

Client: That's great. I want long-lasting curls!

Unit 7

Receptionist (M): Welcome to Bella Salon. How can I help you?

Client (F): Good morning. I'd like to get my hair straightened.

Receptionist: Well, we offer various methods. I'm sure we have one that will work for you.

Client: Great!

Receptionist: Are you looking for temporary or permanent results?

Client: Um, I want something semi-permanent.

Receptionist: I know just the thing. We have a keratin treatment that lasts for about four months.

Client: That sounds perfect. Does that involve any heat processing?

Receptionist: Yes, it does. The hair is flat ironed. The heat is necessary to activate the chemicals.

Client: Is there anything else I should know about the treatment?

Receptionist: Well, you won't be able to wash your hair for four days afterwards.

Client: Wow! If that's the case, I'd rather try a different method.

Unit 8

Stylist (M): Good morning, Mrs. McAllen. You're here for a hair color consultation, aren't you?

Client (F): That's right. I really want to change my look.

Stylist: Well, let's talk about your options. First, do you want to go lighter or darker?

Client: I've always wanted to try blonde hair.

Stylist: Okay, blonde is very popular. But you should know that you'd have to come in every 2 to 4 weeks for touch-ups.

Client: Wow, that could get expensive.

Stylist: On the other hand, blonde hair typically makes women look younger.

Client: Really? Maybe blonde isn't such a great idea though. What are some low-maintenance options?

Stylist: Well, you have dark brown hair. We could give you light brown instead.

Client: I want a bigger change from my natural color. How about red shades?

Stylist: I think copper red would look fantastic on you. And it's a lot easier to maintain than blonde.

Client: That sounds perfect! Let's see how I look as a redhead!

Unit 9

Barber (F): Hello, Mr. Ridley. What can I do for you today?

Client (M): I'd like a shave, please.

Barber: Okay. We have a few shaving services.

Client: Can you tell me about them?

Barber: Sure. Most clients go with a traditional wet shave.

Client: What does that involve?

Barber: First, I'll cover your skin with shaving cream. Then, I'll use a straight razor to get rid of the hair.

Client: How long does that take?

Barber: It takes about 45 minutes.

Client: Do you have a faster shaving service?

Barber: Yes, we also offer a 20 minute dry shave. I would use an electric razor for that.

Client: Electric razors always give me razor burn, so I'll have a wet shave please.

Unit 10

Stylist (F): Okay, Mr. Johnson, I'm all done with your trim. How does that look to you?

Client (M): It's great. Thanks very much.

Stylist: There's something I want to mention.

Client: Sure, what is it?

Stylist: While I was cutting your hair, I noticed that you have dandruff.

Client: Oh? But I shampoo and condition my hair regularly.

Stylist: That might actually be the problem.

Client: What do you mean?

Stylist: You see, Mr. Johnson, the chemicals in shampoos often cause a dry, flaky scalp.

Client: I had no idea. What should I do?

Stylist: I know of a herbal extract treatment that restores the scalp's natural oil. That might help.

Client: Sounds great. Is that available here? I'll buy some now.

Stylist: Yes, sir. You can get it here.

Unit 11

Nail Technician (M): Hi, Miss Jensen. I'm Rick, and I'll be your nail technician today.

Client (F): Hi, Rick. You can call me Jan.

Nail Technician: Very well, Jan. There are just a few things I want to ask you before we get started.

Client: Okay.

Nail Technician: First, do you have a specific kind of manicure in mind, like a French manicure?

Client: No. I just want a regular manicure and nail color.

Nail Technician: In that case, please pick out your nail color before we start. You'll find our selection of nail polishes on the rack by the reception desk.

Client: Did you have any other questions?

Nail Technician: Oh, yes. Do you have a preference about the nail shape?

Client: What are the choices?

Nail Technician: We can do square, oval or squoval.

Client: Um, squoval is good I guess.

Nail Technician: Great! Go ahead and pick out your nail polish, then meet me at the manicure station over there.

Unit 12

Nail Technician (M): Okay, your manicure's all done. What do you think?

Client (F): I love it! I just hope it lasts.

Nail Technician: What do you mean?

Client: Oh, nothing. It's just that the manicure always looks great for a couple of days. But then the polish starts chipping off or gets scratched.

Nail Technician: There are a couple of ways that you can avoid that, you know.

Client: Really? Do you have any tips for making my manicure last longer?

Nail Technician: Sure. For one, be careful with your hands for the next few hours.

Client: So I shouldn't wash dishes?

Nail Technician: No, not right away, and when you do, be sure to wear gloves. That will help protect from smudging and scratches.

Client: Okay, I can do that. What can I do to prevent chipping?

Nail Technician: Try applying some topcoat over the polish every day.

Client: What a great idea! Thanks for the advice.

Unit 13

Esthetician (F): Good afternoon, Miss Jensen. So, you're just here to have your eyebrows waxed, correct?

Client (F): That's right.

Esthetician: Waxing is great for removing hair from the legs. But you know, there are other methods that are better for brow-shaping.

Client: Like what?

Esthetician: Well, threading is our newest service.

Client: I've never heard of it. Is it like shaving or using depilatory cream?

Esthetician: Not quite. What I do is run a piece of twisted string along your skin. As the string untwists, it pulls the hair out.

Client: And that gets all of the hair out?

Esthetician: Most of it. Anything that the string misses, I pluck out with tweezers.

Client: So what's so great about this technique?

Esthetician: It creates really straight lines, so it's perfect for brow-shaping. Would you like to try it out?

Client: I don't see why not.

Unit 14

Consultant (M): Hello, Mrs. Willis. I understand you have some concerns about your skin. Can you tell me more?

Client (F): Sure. The biggest problem is that I have mostly dry skin except for my t-zone. That part is always shiny!

Consultant: I see. That's a very common problem.

Client: Can I do anything to fix it?

Consultant: I can recommend a moisturizer specially formulated for your skin type.

Client: Marvelous!

Consultant: There's something else I want to bring up. You said in your questionnaire that you don't use sunscreen.

Client: No, it brings me out in a rash.

Consultant: I'm sorry to hear that, but you need to protect your skin from the sun.

Client: I know, but I can't take the risk.

Consultant: Sunscreen also prevents the formation of premature wrinkles and sun spots.

Client: Well, I'd love you to find one that works for me.

Unit 15

Esthetician (M): Good morning, ma'am. Have you decided on which facial you'd like today?

Client (F): I'm still not sure. I was thinking about having the Express facial.

Esthetician: Are you short on time?

Client: Not really. Why do you ask?

Esthetician: Well, the Express facial takes only about half an hour.

Client: Oh, that's not very long. What other options are there?

Esthetician: You can try our Clear Complexion or Bella Signature Facials. Each one is about an hour long.

Client: The Clear Complexion Facial, what does that involve?

Esthetician: It includes a deep pore cleansing, a scrub and a peel. It helps clients achieve beautiful, clear skin.

Client: That's nice, but I don't really need that. I really just want to relax.

Esthetician: May I make a suggestion?

Client: By all means!

Esthetician: If you want to relax, you might enjoy our Bella Signature Facial.

Unit 1

1 Suggested Answer

- 1 I believe that if you choose a beauty salon that has regular promotions, then having beauty treatments doesn't have to be expensive. Some salons also have 'training nights' where you can be a model and not pay anything at all.
- 2 In my town, most of the beauty salons offer discounts on treatments and haircuts, gift vouchers for recommending a friend, complimentary manicures, pedicures or facials and sometimes free samples of skincare or hair products.

2 1 F 2 T 3 T

- | | |
|---------------|---------------------|
| 3 1 promotion | 3 featured products |
| 2 discount | 4 range from |
| 4 1 pricing | 4 specials |
| 2 applies to | 5 start at |
| 3 seasonal | 6 complimentary |

5 Suggested Answer

If someone has a haircut at Bella Salon in March, they will receive a shampoo and blow dry for free.

6 1 B 2 C

- 7 1 shampoo and blow-dry
- 2 specials
- 3 off
- 4 discount
- 5 spa services
- 6 take advantage

8 Suggested Answer

- A: Hello, could you tell me about this month's promotions?
- B: Yes. You can get 10% off our special seasonal spa package, the Cherry Blossom. It includes a facial, body scrub and body oil massage.
- A: Mmm ... That's good. Do you have any other specials?
- B: Have you ever visited the salon before?
- A: No, I haven't. It's my first time.
- B: Well, in that case, you can get 25% off your first visit.
- A: Great! I think I'll book a massage at the spa.
- B: Unfortunately, the reduced rate doesn't apply to spa services.
- A: Never mind. How do I take advantage of these great offers?
- B: When you come in, mention these promotions I just told you about.

9 Suggested Answer

Hairz N Colorz Beauty Salon

Summer Promotions

10% Off our special seasonal spa package, the **Cherry Blossom!** (Includes a facial, body scrub and body oil massage)

25% Off your first visit to our beauty salon (Doesn't apply to spa services)

Unit 2

1 Suggested Answer

- 1 People pay in a number of ways for products and services. These include credit cards, personal checks or cash.
- 2 I would rather someone got me a gift certificate than choose a gift that I would never use. Gift certificates are good because you can pick out exactly what you want.

2 1 B 2 A 3 D

3 1 A 2 C 3 B

- | | |
|----------------------|------------|
| 4 1 cash | 3 expires |
| 2 payment procedures | 4 a refund |

5 Suggested Answer

When a client spends more than the gift certificate is worth, the extra charge goes onto a separate bill.

6 1 F 2 F 3 T

- | | |
|---------------|------------|
| 7 1 pay | 5 directly |
| 2 card | 6 tip |
| 3 take checks | 7 bill |
| 4 total | |

8 Suggested Answer

- A: Hello. Can I pay here?
- B: Of course. I'll ring you up. I have you down for a manicure and a facial. Is that correct?
- A: That's right.
- B: Okay. The total is \$35. How would you like to pay?
- A: I'm hoping I can use my debit card.
- B: That will be fine.
- A: Should I include the tip in the total?
- B: Actually, you should give the tip directly to the manicurist and beautician.
- A: Okay. How much do most people usually pay?
- B: Between 15% and 20% of the bill before tax. But it's entirely at your discretion.

9 Suggested Answer

Acceptable Payment Methods: The salon accepts all major credit cards, debit cards, personal checks and cash.

Dealing with discount coupons & gift certificates: We do not accept or refund expired coupons or gift certificates. Gift certificates can be used for up to one year after purchase and charges that exceed the total listed, must be put on a separate bill. Coupons are valid for between one week and one month, depending on the promotion.

Handling tips: Tips are between 15% and 20% before tax. Ask clients to give any tips in cash directly to the salon's employee.

Unit 3

1 Suggested Answer

- If you dye your hair at a salon, professionals can help you choose a color that suits you. They have learnt all about the dyeing procedures and will ensure the least amount of hair damage possible. Dyeing hair at home can lead to mistakes with hair colors, too.
- Most people who dye their hair use special shampoos and conditioners. They don't dry their hair roughly after showering, but blot it dry with a towel or blow it slightly dry. They always wear hats in the sun to protect their hair color from fading and before entering a swimming pool, they dampen their hair with tap water to dilute the chlorine.

2 1 F 2 T 3 T

- 3 1 allergic reaction / test solution
2 conceal / lighten
3 permanent / semi-permanent

4 1 A 2 B 3 A

5 Suggested Answer

When coloring hair, it is best to avoid buying products that have a high ammonia content and lack of conditioning ingredients.

6 1 C 2 D

- | | |
|----------------|------------------|
| 7 1 patch test | 4 semi-permanent |
| 2 colored | 5 test solution |
| 3 faded | 6 skin |

8 Suggested Answer

- A: Have you ever had a patch test before?
B: Yes, I had one at my old beauty salon.
A: So, you've had your hair colored before?
B: Yes, but I wasn't happy with the result.
A: What was the problem?
B: The color faded too quickly.
A: Sounds like your hairdresser used semi-permanent dye. If you want lasting results, let's go with a permanent color.
B: Sounds great.
A: Now, can you roll up your sleeve please?
B: Sure.
A: That's the test solution I've applied. Call us immediately, if your skin reacts. If it doesn't, see you on Tuesday.

9 Suggested Answer

There are two main types of dyes, permanent and semi-permanent. Permanent hair color is good for covering up gray hair and has a wider range of hair colors. However, the only way to remove the dye is to leave it to completely grow out. On the other hand, semi-permanent dye fades after 4-6 weeks and it doesn't chemically alter the color of the hair. This means that it can be frequently reapplied without damaging hair. It can't be used for lightening though and may not cover up gray hair.

A patch test before coloring hair is important as it will show whether you will have a reaction to the dye applied to your hair.

Unit 4

1 Suggested Answer

- The main problem that may occur from dyeing hair yourself is not getting the desired color as shown on the package.
- Professional colorists are trained in all the latest techniques, so they can probably give you the exact shade you require with highlights and lowlights or double process coloring.

2 1 B 2 D 3 C

3 1 A 2 C 3 B

4 1 E 3 D 5 C
2 F 4 A 6 B

5 Suggested Answer

The best technique to choose to dye hair different shades is the foil highlight as it is suitable for getting two-toned or multi-colored hair.

6 1 B 2 C

- 7 1 go blonde 4 double process color
2 dark hair 5 single process color
3 home hair color kits

8 Suggested Answer

- A: So, what color are you thinking of going for today?
B: I want to go red.
A: Okay, then I'm glad you came to see me.
B: Why's that?
A: You have very dark hair. Trying to go red would have been very difficult.
B: I did think about doing it at home. There are plenty of home color kits.
A: Yes, but it would have been hard to achieve the results you want with a home kit.
B: Why is that?
A: For the color you want, you need double process color.
B: And I can't do that at home?
A: I wouldn't recommend it. Besides, most home kits are single process color.

9 Suggested Answer

Coloring hair is best left to the professionals because they know from experience which coloring technique is best for the color you desire. Also, a professional can fix a botched dye job when you have gotten the color wrong by using a home hair color kit. There are different coloring techniques, such as double process color and single process color. You can create highlights or lowlights by using a cap or foil technique.

Unit 5

1 Suggested Answer

- People with curly hair sometimes can't manage their hair or don't know how to style it.
- Curly hair is definitely easier to take care of. If you get a perm, all you have to do is wake up and rub your fingers through it. It doesn't matter whether you wash your hair in the morning or at night; the style basically stays in shape because of the perming solution.

2 1 F 2 T 3 T

3 1 B 2 C 3 A

4 1 dry cut 3 damp 5 curl pattern
2 absorb 4 repels

5 Suggested Answer

The best way to care for curly hair just after it has been washed, is to apply a conditioner and to not towel-dry hair, but to use paper towels to absorb the excess moisture. It is better to leave hair to dry naturally.

6 1 D 2 C

7 1 hair routine 3 condition 5 frizz
2 blow dry 4 leave-in 6 diffuser

8 Suggested Answer

- A: Tell me, what's your typical hair routine?
B: I use shampoo and conditioner every day. And I blow dry before going to bed.
A: It's good that you condition your hair daily. That helps keep it manageable.
B: Then, why is it that my hair is so frizzy?
A: You probably need to start using a leave-in conditioner at least once a week. Curly hair needs to be moisturized often.
B: Okay.
A: Also, you should stop using your blow dryer. Blow drying actually causes frizz.
B: So, what should I do instead?
A: Try using paper towels to absorb excess moisture, then leave it to air dry.
B: I'll try that. Thanks for the tips!

9 Suggested Answer

Caring for Curly hair

- Always dry cut curly hair in order to create a style that suits the client's natural curl pattern.
- Use a conditioner (leave-in conditioner if required) to moisturize hair. Use paper towels to absorb excess moisture before blow drying with a diffuser attachment to decrease the likelihood of frizz.
- Use products to prevent frizz, such as anti-frizz serum containing silicone or other products specifically designed for curly hair.

Unit 6

1 Suggested Answer

- Some common hair problems are oily or dry hair. There are also problems such as damaged, over processed hair caused by over bleaching and dry, frizzy hair caused by using heated appliances.
- There are a number of different hair products on the market such as shampoo, cleanser, conditioner, oil treatment, gel, pomade, wax, mouse and hairspray.

2 1 T 2 T 3 F

Book 3 Answer Key

3 1 B 2 B 3 A 4 B

- 4 1 mousse 3 hair gel
2 mild 4 hair spray

5 Suggested Answer

If a person's hair type is fine, they should avoid using NYC Forever Hair Gel.

6 1 B 2 A

- 7 1 recommend 4 mousse
2 holds 5 volume
3 coarse hair 6 take a look

8 Suggested Answer

- A: I have a lot of trouble styling my hair. Can you recommend some products for me to use?
B: Sure. What exactly is the problem?
A: Well, I use pomades to style my hair, but they make my hair greasy.
B: I think I know what the problem is.
A: What is it?
B: You may be using too much. You only need a small amount to run through your hair. You might want to try a little hair gel instead.
A: I've never used gel before. How would that help?
B: Well, you'll see that it gives a more natural look and won't weigh down hair as pomades do.
A: That sounds really great. Is there a brand you recommend?
B: There are several. Why don't you take a look at the ones we sell here at the salon? Then, I can tell you more about them.
A: Great idea. Thanks a lot!

9 Suggested Answer

You mentioned in your letter that your hair looks greasy. Well, first of all, I suggest that you use less pomade so your hair isn't weighted down. You could also try gel that gives a more natural look.

Unit 7

1 Suggested Answer

- 1 Nowadays, men take a lot more time over their grooming. They use different products to get rid of unwanted facial and body hair. Also, they pay attention to their nails by having manicures and pedicures and spend time styling their hair.
2 Tools that men use for grooming are: shavers/razors, shaving brushes, shaving bowls, beard trimmers and mustache scissors.

2 1 B 2 A 3 A

- 3 1 shaving bowl 3 shaving brushes
2 hanging strop 4 blade

4 1 A 2 B 3 B

5 Suggested Answer

The company's research discovered that their electric razor gave the closest shave compared to other razors on the market.

6 1 F 2 T 3 T

- 7 1 beard 4 shaving bowls
2 self-sharpening blades 5 shaving brushes
3 products 6 trimmers

8 Suggested Answer

- A: I need a couple of straight razors for my barbershop. The blades are getting old and difficult to change.
B: You don't need to worry about that. Our straight razors boast easy-to-change blades and come with a hanging strop too.
A: That's impressive.
B: Are there any other products you're looking to upgrade?
A: Maybe. I checked out your website and saw that you carry monogrammed shaving bowls.
B: We sure do. They've proved very popular.
A: Do you monogram any other products?
B: Actually, we just began offering monogrammed shaving mirrors.
A: Okay, I'll think about the monogramming. I just want to order the straight razors today.
B: I'll be happy to help you with that. How many did you say, two?
A: No. I'll take five as they seem pretty good.
B: No problem. Let me start that order for you.

9 Suggested Answer

I recently purchased nose and ear trimmers, shaving brushes and mustache scissors from Hermosa Beauty Supply.

The nose and ear trimmers were quite impressive as they came equipped with a built-in spotlight and a mini-vacuum. The shaving brushes were good quality because they were handmade and crafted from 100% natural badger hair. The mustache scissors were particularly useful as they had enlarged finger holes for precision grooming.

All in all, I was very satisfied with the grooming products I purchased and their standard of performance.

Unit 8

1 Suggested Answer

- 1 People dress up for weddings, proms, family celebrations & parties, business meetings, formal dinners, theater and New Year's Eve etc.
- 2 There are many popular styles for women who will be attending a special occasion. They include: wearing a tiara, putting hair up or making it sleek and straight.

2 1 T 2 F 3 F

3 1 B 2 C 3 B

- | | |
|------------------|----------------|
| 4 1 French Braid | 3 bohemian |
| 2 dressed up | 4 partial updo |

5 Suggested Answer

A French Braid can look good as an everyday style and then dressed up for a more special occasion.

6 1 B 2 A

- | | |
|----------------------|-------------------|
| 7 1 particular style | 5 shoulder-length |
| 2 look | 6 updo |
| 3 French Braid | 7 twist |
| 4 hair length | 8 curls |

8 Suggested Answer

- A: So, tell me, do you have a particular style in mind?
 B: Actually, I looked through some magazines and got some ideas.
 A: Oh? What type of look are you going for?
 B: I think I'd like a French braid.
 A: Okay. Here's the thing, French braids are beautiful, but I'm afraid it won't work with your hair length.
 B: I didn't even think of that.
 A: For a French Braid, you need at least shoulder-length hair.
 B: I understand. So, what are my options then?
 A: Can I suggest an upswept style?
 B: Like what?
 A: Well, I think a French Twist would look beautiful and elegant. And we can pull a few tendrils of hair loose to create some curls around your face.
 B: That sounds perfect. Let's go with that.

9 Suggested Answer

I will be attending my aunt's wedding on 22 July and as she has a bohemian style, I thought it would be better to have an upswept style, maybe, a partial updo or a ponytail. I think something like a French Twist with a few tendrils pulled out around my face would be the best style.

Unit 9

1 Suggested Answer

- 1 Common nail problems are: ingrown toenails, fungus and splitting.
- 2 Apart from quite a few home remedies involving olive oil and different herbs, there are some simple tips for keeping nails beautiful and healthy. First of all, it is better to use a nail file instead of nail clippers. If your nails are difficult to cut, try dipping them in warm water. It will soften the nail and make the cutting easier without the risk of damaging the nail. Finally, drink plenty of water as it helps keep the skin and nails hydrated.

- | | |
|--------------|----------------------|
| 2 1 repair | 4 treated |
| 2 silk wrap | 5 topical antifungal |
| 3 supplement | |

- | | |
|---------------------|------------------------------|
| 3 1 intact, topical | 3 ingrown toenail, salt bath |
| 2 fungus, nail bed | |

- | | | |
|-------|-----|-----|
| 4 1 E | 3 F | 5 D |
| 2 B | 4 A | 6 C |

5 Suggested Answer

If you suffer from split nails, you should apply a silk wrap to the damaged area immediately and avoid soaking your hands in water.

6 1 C 2 A

- | | |
|----------------------|-------------------|
| 7 1 pedicure | 5 fixed up |
| 2 horrible condition | 6 silk wrap nails |
| 3 split nails | 7 brittle nails |
| 4 painful | |

8 Suggested Answer

- A: Hi, Bill. Boy am I glad to see you!
 B: Same here. What can I do for you today, Mrs. Anderson? Just a pedicure as usual?
 A: Actually, I need some help.
 B: What's the problem?
 A: Look at this! My nails are in horrible condition.
 B: It looks like you have some fungus.
 A: I noticed it about a week ago, and it has just gotten worse since then.
 B: Is it painful?
 A: Yes, it is.
 B: Okay, well don't worry. I'll get it fixed up.
 A: How?
 B: I'm going to get you to soak your foot in a salt bath first. Then, apply a topical antifungal cream. Are you familiar with those?

- A: No, I'm afraid not.
 B: They're a type of medication and will help make your toenail stronger. We also use them on people who have brittle nails.
 A: As long as it makes it better, I'm all for it.

9 Suggested Answer

Unfortunately, keeping nails looking perfect isn't always easy, as there are a few common problems. Most of us have suffered from a broken nail at one time or another and some of us have brittle nails. Taking vitamin supplements can help prevent nail problems such as these and vitamins A, B, C, and D are particularly good for the nails.

Unit 10

1 Suggested Answer

- 1 I prefer natural nails to artificial ones, but my nails break easily and are difficult to grow, so I go to a salon to fix artificial nails. They look much better and I decorate them with decals.
- 2 Artificial nails are a good solution for people who don't have strong nails. They rarely get damaged and they always look good.

2 1 A 2 D 3 A

3 1 upkeep 3 tips 5 acrylics
 2 decals 4 nail biter

4 1 D 3 C 5 F
 2 A 4 B 6 E

5 Suggested Answer

Acrylic nails are cheaper and stronger than gels. Also, they can be removed much easier as gels need filing to take them off. Nail polish can be applied better to acrylic nails too.

6 1 T 2 F 3 F

7 1 don't need fills 5 removal
 2 maintain my acrylics 6 soak them off
 3 can get 7 damage your nail
 4 natural

8 Suggested Answer

- A: What are the advantages of Acrylics?
 B: For one, they are more durable.
 A: Oh, that sounds great. As much as I enjoy talking to you, I hate having to maintain my nails so often.
 B: I understand. Although, maintenance can get quite expensive.

- A: What are some other advantages?
 B: Acrylics can easily be customized with decals. That's why so many people prefer them.
 A: Are there any disadvantages with them?
 B: Sure there is. I mean, they can look fake and are more likely to damage your natural nails.
 A: How often must I come to the salon?
 B: Every 2-3 weeks.
 A: That often?
 B: Yes, to get fills as your nail grows. That's what I meant about maintenance not being cheap.
 A: Hmm ... I think I'll stick with gels.

9 Suggested Answer

If you are a nail biter or just have weak, brittle nails, then artificial nails may be the answer for guaranteeing attractive hands. Acrylic nails, for example, are straightforward to apply and can be easily removed. They are strong and do not break easily. However, they can sometimes appear fake and because fills are needed as nails grow, maintenance is expensive. The other option is gels. They look more natural and do not need to be filled so often. When they are applied, the process is more pleasant as gels are odorless and cure quickly. The downside to gels is that they must be removed by filing and are not as durable as acrylic nails.

Unit 11

1 Suggested Answers

- 1 Many products used in beauty treatments are highly flammable if exposed to high temperatures, so there must be a strict no-smoking policy inside. Disposable gloves must be provided as some substances can damage skin.
- 2 It's very important to have clean manicure tools because infections can be spread from client to client.

2 1 T 2 T 3 F

3 1 face mask 3 communicable
 2 no-smoking policy

4 1 C 2 B 3 A

5 Suggested Answer

Client's may not have an appointment if they have any open sores, wounds or infections.

6 1 D 2 B

- 7 1 disinfect 4 workplace safety
2 immediately 5 own tools
3 sanitized 6 our equipment

8 Suggested Answer

- A: How often do you disinfect the equipment?
B: We disinfect all of the tools that we use immediately after they have been used.
A: And how exactly are those tools sanitized?
B: We put them in a disinfectant solution for ten minutes. That's how long the Department of Workplace Safety recommends.
A: I wonder, do you allow clients to bring their own tools from home?
B: Of course. That's one way to make sure everything is clean.
A: I might do that next time.
B: That's not a problem at all. But I assure you, we work very hard to make sure that all of our equipment and manicure stations are sanitary. The last thing we want is for our clients to get sick or have a bad experience here.

9 Suggested Answer

Salon Sanitation

Measures to protect employees:

- Employees will be provided with face masks and disposable gloves to protect against infection.
- No client with open sores, wounds or infections may have an appointment.
- A constant flow of air will be maintained to prevent the build-up of dangerous fumes.
- Material Safety Data Sheets for all products will be available to employees.

Measures that protect clients:

- Employees will wash their faces, hands and arms frequently.
- There will be a strict no-smoking policy inside the salon.
- No employee showing signs of a communicable disease may perform services.
- All tools and equipment will be sanitized and clean linen given to each client.

The sanitation process at the salon:

All tools are sanitized in a disinfectant solution for ten minutes straight after use.

Unit 12

1 Suggested Answers

- 1 There is lipstick for the lips and blush for the cheeks. For the eyes there is mascara, eye-liner

and eye shadows in a variety of colors. There is even bronzer that can be applied to skin for a warm glow.

- 2 Before selecting the proper makeup, women must consider what their skin tone is. Once they know their skin tone, they can determine what shades are the correct ones to enhance their appearance.

2 1 A 2 C 3 A

3 1 B 2 C 3 A

4 1 A 2 B 3 A

5 Suggested Answer

A yellow-based foundation would look better on someone with a warm skin tone.

6 1 T 2 F 3 F

- 7 1 sample 5 complements
2 skin tone 6 type of foundation
3 warm 7 blue base
4 matches my skin

8 Suggested Answer

- A: I want to try this foundation. Do you have a sample available?
B: I do. But I have to say, I don't recommend that one for you, ma'am.
A: Why is that?
B: It wouldn't go with your skin tone very well. That foundation is for cool skin tones.
A: To tell the truth, I've always had trouble finding a foundation that matches my skin. Can you help me find the correct one?
B: I'd be glad to. Now, it looks like you have a warm skin tone, so we need to find a foundation that complements that.
A: What do you mean I have a warm skin tone?
B: It's one of the two skin tone types.
A: I see. So what type of foundation would go best with my skin tone?
B: I recommend a foundation with a yellow base.

9 Suggested Answer

Dear Jane,
Thanks for reading our magazine and taking the time to write in about your problem. It sounds to me like you have a warm skin tone, so you will need a yellow-based foundation. To check yourself though, you can do a simple test. Try on a white blouse and then a cream-colored top. If the white looks better, you

probably have a cool tone, but if the cream-colored one looks better, you most likely have a warm tone.
Yours sincerely,
Jenny Thompson

Unit 13

1 Suggested Answer

- 1 Eye makeup can usually be split into three major groups, eye shadow, eye-liner and mascara. Eye shadow is a coloring worn on the upper lids to right below the brows. Eye-liners may come in powder, pencil or liquid form and can be applied just above and below the eye lids. Mascara is eye makeup for the lashes.
- 2 First, you must consider your skin tone when trying eye makeup. Then experiment with different types of eye shadow until you find the colors that emphasize and compliment your eyes.

2 1 T 2 T 3 F

3 1 D 3 F 5 C
2 A 4 B 6 E

4 1 stand out 4 cosmetics
2 brow bone 5 contours
3 dusted 6 eyelid crease

5 Suggested Answer

Using a primer before applying eye makeup, will make eye shadow last longer.

6 1 C 2 B

7 1 stand out 4 wears off
2 stick to 5 sample
3 eye shadows 6 mascara

8 Suggested Answer

- A: Do you like how I used gold eye shadow with orange?
B: Yes! I can't ever make my eyes stand out like that!
A: What colors of eye shadows do you usually use?
B: I really like using gray and black shadows.
A: Those are nice colors, but they don't really complement blue eyes. You should really stick to brown or rust-colored eye shadows.
B: I didn't realize that made a difference.
A: Oh, it does. Try the colors I suggested and you'll notice right away.
B: Another problem I have is that my eye makeup always wears off after a few hours.
A: Do you wear a primer?

B: No, not usually.

A: That's your problem. Here's a sample package. Try using it before you apply your eye shadow, eye liner and mascara.

B: Thanks, I really appreciate it.

9 Suggested Answer

Finding out that your eye shadow hasn't lasted very long, especially if you are at a special event, is a common problem. To make it last longer, it is better to apply a primer before putting on the eye shadow.

Unit 14

1 Suggested Answer

- 1 People have makeup professionally applied for many occasions, such as: weddings, portraits, proms, graduations, business events, birthday parties and celebrations.
- 2 There are many benefits of having your makeup done professionally. Firstly, it will look a lot better because an expert will use their experience to match the correct colors with your skin tone. Secondly, you will pick up many tips from the makeup artist and learn how to apply makeup and use the tools of the trade in the future.

2 1 C 2 A 3 D

3 1 touch-up kit, trial run
2 prom, wedding party
3 bride, party
4 one-on-one, in advance

4 1 airbrush makeup 3 contracted
2 high season 4 low season

5 Suggested Answer

If someone wants a bridal makeup appointment during the summer, it is recommended that the appointment is booked several months in advance.

6 1 T 2 T 3 F

7 1 bridal makeup 5 location
2 makeup services 6 wedding day
3 wedding party 7 airbrush makeup
4 wedding packages

8 Suggested Answer

- A: I'm interested in graduation makeup.
B: Do you want makeup services just for yourself?
A: No, I want to include my mom and my sister too. It's going to be three of us in all.

- B: That's not a problem. Most of our graduation packages are designed for parties of three or more.
 A: So, how does it work? Do we visit the salon for the makeup?
 B: No. The makeup artist will come out to your home.
 A: Oh, great. I didn't want to go across town for my makeup on my graduation day.
 B: Of course not. On that day, you'll need to be relaxed and happy.
 A: There's just one more thing - I'll be in a lot of pictures that day and I heard that airbrush makeup photographs really well. Do you offer that?
 B: We sure do.

9 Suggested Answer

Booking for: Graduation party

Number of people: Three

Other services required: Airbrush makeup

Unit 15

1 Suggested Answer

- 1 I wouldn't consider having permanent makeup, because my style and tastes change too often. I often feel different about my makeup according to my moods, so I wouldn't want anything permanent.
- 2 First of all, many women with busy lifestyles appreciate the time savings and convenience of permanent makeup. It can also give women of a certain age a younger and fresher appearance, by defining their lips and eyebrows, and naturally shading lips that lose natural color over the years.

2 1 B 2 A 3 C

- 3 1 referred 4 permanent makeup
 2 qualified 5 reputable
 3 swelling

4 1 B 3 E 5 A
 2 F 4 C 6 D

5 Suggested Answer

Someone would consider permanent makeup because it's convenient, waterproof and sweat-proof. It lasts and you don't have to reapply cosmetics throughout the day.

6 1 F 2 T 3 F

- 7 1 permanent makeup 5 recovery time
 2 eyebrows 6 some swelling
 3 common procedures 7 go down
 4 painful

8 Suggested Answer

- A: First, where do you want the permanent makeup?
 B: I was thinking about getting my lips done.
 A: The lips are actually one of the most common procedures we do, along with the eyebrows.
 B: My question is, does it hurt?
 A: To be honest, the procedure is slightly painful. But the pain is manageable.
 B: Okay. I can deal with a little pain.
 A: Do you have any other questions?
 B: Yes, I'm wondering about the recovery time.
 A: Okay, this is important, you need at least four days to recover.
 B: Four days! That seems like a long time.
 A: Also, after the procedure, you may get a slight infection.
 B: But, I'll look OK afterwards?
 A: Of course.

9 Suggested Answer

The client was interested in permanent makeup for the lips and was worried about how painful the procedure would be. She wanted to know how long the recovery time would be and also how she would look if she developed an infection.

Audioscripts

Unit 1

Caller (F): Hello, could you tell me about this month's promotions?

Receptionist (M): Well, you can get a trim, shampoo and blow-dry all for \$45. It's part of our springtime promotion.

Caller: Now that's a good price. Do you have any other specials?

Receptionist: Yes. Let me ask you. Have you ever visited Bella Salon before?

Caller: No, I haven't. But my friends have and they told me good things about it.

Receptionist: Since that's the case, you can also get an additional twenty-five percent off your first visit.

Caller: That's a huge discount. Maybe I'll sign up for a massage while I'm at it.

Receptionist: Unfortunately, the new client discount doesn't include spa services.

Caller: That's too bad. Anyway, how do I take advantage of these great offers?

Receptionist: When you come in, mention the promotions I just told you about.

Unit 2

Client (F): Hello. Can I pay here?

Cashier (M): Of course. I'll ring you up. I have you down for a pedicure with a twenty minute leg and foot massage. Is that correct?

Client: That's right.

Cashier: Okay. The total is \$50. How would you like to pay?

Client: I forgot my debit card at home, so I'm hoping you take checks.

Cashier: Yes. Just write it out to Bella Salon.

Client: Should I include the tip in the total?

Cashier: Actually, you should give the tip directly to the pedicurist.

Client: Okay. How much do most people usually tip?

Cashier: Between 15% and 20% of the bill before tax. But it's entirely at your discretion.

Unit 3

Colorist (F): Have you ever had a patch test before, Matt?

Client (M): Yes, I had one at my old hairdresser's.

Colorist: So, you've had your hair colored before?

Client: Yes, but I wasn't happy with the results.

Colorist: What was the problem?

Client: The color faded too quickly.

Colorist: Sounds like your hairdresser used semi-permanent dye. If you want lasting results, let's go with a permanent color.

Client: Sounds great.

Colorist: Now, can I have you roll up your sleeve, please?

Client: Sure.

Colorist: Now, I've applied the test solution. Call us immediately if your skin reacts. Assuming it doesn't, I'll see you on Friday.

Unit 4

Colorist (M): Why don't you tell me what you want to have done today?

Client (F): I want to go blonde.

Colorist: Oh, then I'm glad you came to see me.

Client: What do you mean?

Colorist: You have very dark hair. Trying to lighten it at home could cause terrible damage.

Client: I did think about doing it at home. There are plenty of home hair color kits.

Colorist: Yes, but it would be hard to achieve the results you want with a home kit.

Client: Why is that?

Colorist: For the color you want, you need double process color.

Client: And I can't do that at home?

Colorist: I wouldn't recommend it. Besides, most home kits are single process color.

Unit 5

Stylist (M): Tell me, what's your typical hair routine?

Client (F): I use shampoo and conditioner every day. And I blow-dry it when I get out of the shower.

Stylist: It's good that you condition your hair every day. That helps keep it healthy.

Client: Then, why is it that my hair still feels so dry?

Salon: You probably need to start using a leave-in conditioner at least once a week. Curly hair needs to be moisturized often.

Client: I can do that.

Stylist: Also, you should stop using your blow dryer. Blow drying actually causes frizz.

Client: So, what should I do instead? I hate leaving the house with wet hair.

Stylist: If you can't air dry your hair, use a blow dryer that has a diffuser attachment.

Client: I'll try that. Thanks for the tips!

Unit 6

Client (M): I have a lot of trouble styling my hair. Can you recommend some products for me to use?

Stylist (F): Sure. What exactly is the problem?

Client: Well, I use hair gel to style my hair, but it never holds for very long.

Stylist: I think I know what the problem is.

Client: What is it?

Stylist: Some hair gels are better-suited for people with coarse hair. You might want to try a different brand. Or you can try mousse instead.

Client: I've never used mousse before. How would that help?

Stylist: Well, you'll see that it gives more volume than gel does.

Client: That sounds really great. Is there a brand you recommend?

Stylist: There are several. Why don't you take a look at the ones we sell here at the salon? Then, I can tell you more about them.

Client: Great idea. Thanks a lot!

Unit 7

Owner (M): I need new beard trimmers for my barbershop. They keep getting dull.

Sales Rep (F): You don't need to worry about that with our beard trimmers. They have self-sharpening blades and come with a lifetime guarantee.

Owner: That's impressive.

Sales Rep: Are there any other products you're looking to upgrade?

Owner: Maybe. I checked out your website and saw that you carry monogrammed shaving bowls.

Sales Rep: We sure do. They've proved very popular.

Owner: Do you monogram any other products?

Sales Rep: Actually, we just began offering monogrammed shaving brushes.

Owner: Okay, I'll think about the monogramming. I just want to order the beard trimmers today.

Sales Rep: I'll be happy to help you with that. How many beard trimmers would you like?

Owner: For now, I'll take five.

Sales Rep: No problem. Let me start that order for you.

Unit 8

Stylist (M): So, tell me, do you have a particular style in mind?

Client (F): Actually, I looked through some magazines and got some ideas.

Stylist: Oh? What type of look are you going for?

Client: I think I'd like a French Braid.

Stylist: Okay, here's the thing. French braids are beautiful, but I'm afraid it won't work with your hair length.

Client: I didn't even think of that.

Stylist: For a French Braid, you need at least shoulder-length hair.

Client: I understand. So, what are my options then?

Stylist: Can I suggest an updo?

Client: Like what?

Stylist: Well, I think a French Twist would look beautiful and elegant. And we can pull out some hair to create some curls around your face.

Client: That sounds perfect. Let's go with that.

Unit 9

Client (F): Hi, Bill. Boy am I glad to see you!

Nail Technician (M): Same here. What can I do for you today, Mrs. Anderson? Just a pedicure as usual?

Client: Actually, I need some help.

Nail Technician: What's the problem?

Client: Look at this! My nails are in horrible condition.

Nail Technician: It looks like you have some split nails.

Client: I noticed it about a week ago, and they've just gotten worse since then.

Nail Technician: Are they painful?

Client: Yes, they are.

Nail Technician: Okay, well don't worry. We'll get them fixed up.

Client: How?

Nail Technician: I'm going to apply silk wrap nails. Are you familiar with those?

Client: No, I'm afraid not.

Nail Technician: They're a type of artificial nail. They help make your natural nail stronger. We also use them on people who have brittle nails.

Client: As long as it makes them better, I'm all for it.

Unit 10

Client (F): What are the advantages of gels?

Nail Technician (M): For one, you don't need fills as often.

Client: Oh, that sounds great. As much as I enjoy talking to you, I hate having to maintain my acrylics so often.

Nail Technician: I understand. Plus, maintenance can get expensive.

Client: What are some other advantages?

Nail Technician: Gels look a lot more natural. That's why so many people prefer them.

Client: Are there any disadvantages with them?

Nail Technician: Sure there are. I mean, the removal does take longer.

Client: How do you remove them then?

Nail Technician: You can't just soak them off. You have to get a professional to file them off. Also, if you break a gel, you can't fix it at home.

Client: I'd have to come to the salon?

Nail Technician: Yes, immediately, or you can severely damage your nail.

Client: Hmm ... I think I'll stick with acrylics.

Unit 11

Client (F): How often do you disinfect the equipment?

Nail Technician (M): We disinfect all of the tools that we use immediately after the manicure.

Client: And how exactly are those tools sanitized?

Nail Technician: We put them in a disinfectant solution for ten minutes. That's how long the Department of Workplace Safety recommends.

Client: I wonder, do you allow clients to bring their own tools from home?

Nail Technician: Of course. That's one way to make sure everything is clean.

Client: I might do that next time.

Nail Technician: That's not a problem at all. But I assure you, we work very hard to make sure that all of our equipment and manicure stations are sanitary. The last thing we want is for our clients to get sick or have a bad experience here.

Unit 12

Client (F): I want to try this foundation. Do you have a sample available?

Makeup Consultant (F): I do. But I have to say, I don't recommend that one for you, ma'am.

Client: Why is that?

Makeup Consultant: It wouldn't go with your skin tone very well. That foundation is for warm skin tones.

Client: To tell the truth, I've always had trouble finding a foundation that matches my skin. Can you help me find the right one?

Makeup Consultant: I'd be glad to. Now, it looks like you have a cool skin tone, so we need to find a foundation that complements that.

Client: What do you mean I have a cool skin tone?

Makeup Consultant: It's one of the two skin tone types.

Client: I see. So what type of foundation would go best with my skin tone?

Makeup Consultant: I recommend a foundation with a blue base.

Unit 13

Makeup Artist (M): Do you like how I used blue eye shadow with brown?

Client (F): Yes! I can't ever make my eyes stand out like that!

Makeup Artist: What color eye shadow do you usually use?

Client: I really like using gray and purple shadows.

Makeup Artist: Those are nice colors, but they don't really complement blue eyes. You should really stick to brown or rust-colored eye shadows.

Client: I didn't realize that made a difference.

Makeup Artist: Oh, it does. Try the colors I suggested and you'll notice right away.

Client: Another problem I have is that my eye makeup always wears off after a few hours.

Makeup Artist: Do you wear a primer?

Client: No, not usually.

Makeup Artist: That's your problem. Here's a sample. Try using it before you apply your eye shadow, eye liner and mascara.

Client: Thanks, I really appreciate it.

Unit 14

Caller (F): Hello, I'm interested in bridal makeup.

Receptionist (M): Do you want our makeup services just for yourself?

Caller: No, I want to include the wedding party. It's going to be six of us in all.

Receptionist: That's not a problem. Most of our wedding packages are designed for parties of four and more.

Caller: So, how does it work? Do we visit the salon for the makeup?

Receptionist: No. The makeup artist will go out to the location of the wedding.

Caller: Oh, great. I didn't want to go across town for my makeup on my wedding day.

Receptionist: Of course not. On that day, you'll have enough to worry about.

Caller: There's just one more thing—I'll be taking a lot of pictures that day and I heard that airbrush makeup photographs really well. Do you offer that?

Receptionist: We sure do.

Unit 15

Consultant (M): First, where do you want the permanent makeup?

Client (F): I was thinking about getting my eyebrows done.

Consultant: The eyebrows are actually one of the most common procedures we do, along with the lips.

Client: My question is, does it hurt?

Consultant: To be honest, the procedure is slightly painful. But the pain is manageable.

Client: Okay. I can deal with a little pain.

Consultant: Do you have any other questions?

Client: Yes, I'm wondering about the recovery time.

Consultant: Okay, this is important, you need at least four days to recover.

Client: Four days! That seems like a long time.

Consultant: Also, after the procedure, you'll experience some swelling.

Client: And it takes four days for the swelling to go down?

Consultant: That's right.

Beauty Salon

Teacher's Book

Career Paths: Beauty Salon is a new educational resource for salon professionals who want to improve their English communication skills in a work environment. Incorporating career-specific vocabulary and contexts, each unit offers step-by-step instruction that immerses students in the four key language components: reading, listening, speaking, and writing. **Career Paths: Beauty Salon** addresses topics including customer interface, hairstyles, perms, hair coloring, and manicures.

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